NORWEGIAN CRUISE LINE®

BOOK NORWEGIAN

AGENT BOOKING ENGINE

USER MANUAL

BOOK
NORWEGIAN
AGENT BOOKING ENGINE
User Manual
This Manual will take you through the booking engine step by step.
It includes all you'll need to know about Book Norwegian - our newly improved
Fly-Cruise & Cruise Only online booking engine for agents.
http://www.ncl.co.uk/agents/
Reservations: 0845 201 8900
Systems Support: 0208 834 9029 • lonsyssup@ncl.com

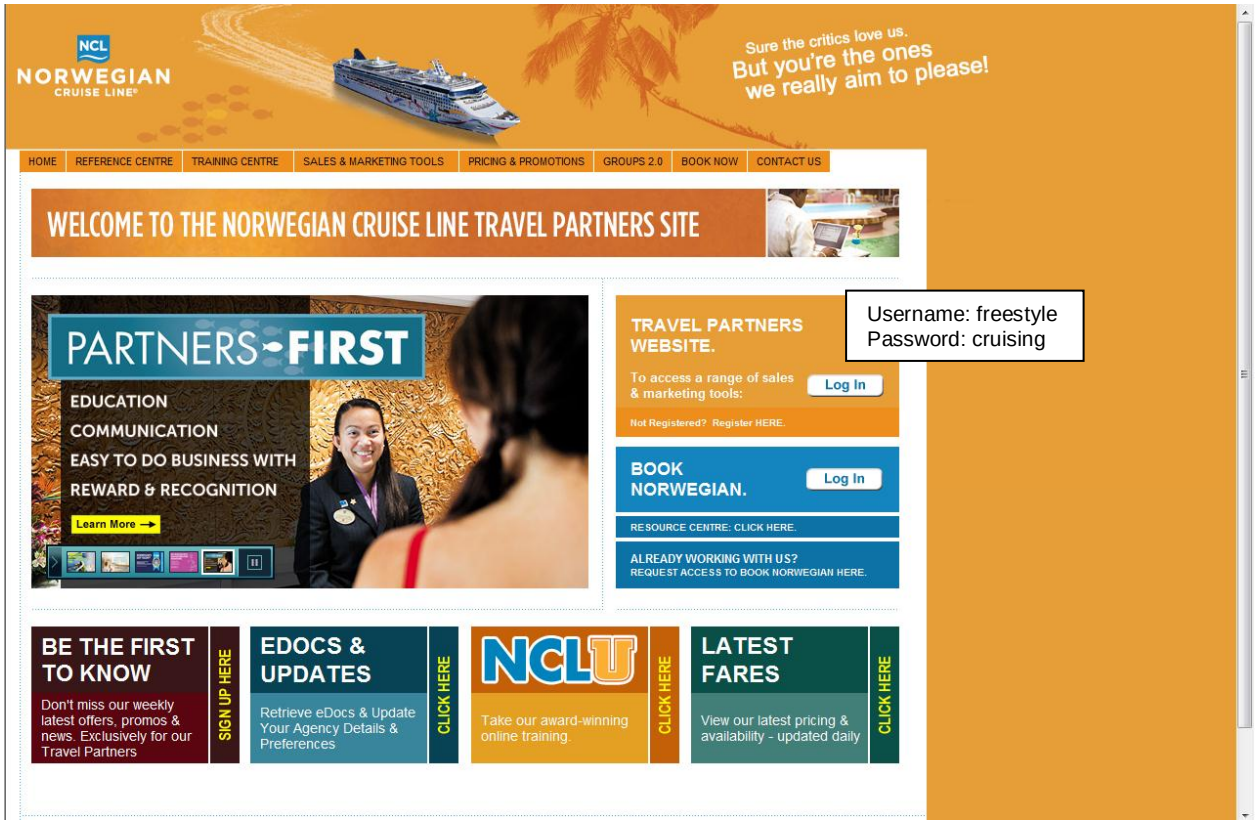
Contents

Page 3 - Accessing the Agent Booking Engine
Page 4 - Login Screen
Page 5 - My Reservations
Page 6 - How to Make a New Reservation
Page 6 - Agency Screen
Page 6 - Vacation Screen
Page 8 - 'Voyage' Screen
Page 10 - Select a Stateroom Category
Page 12 - Adding Flights
Page 13 - Service Charges
Page 14 - Select a Stateroom Category
Page 17 - Guest Information
Page 17 - Searching for Past Guests / Creating a New Guest
Page 20 - Air Options
Page 22 - Land Programs
Page 23 - Land Programs Requests
Page 24 - Statement of Pricing
Page 25 - Payment Schedule
Page 27 - Reservation Summary
Page 28 - Requesting a Reservation Confirmation
Page 30 - Reservation Status
Page 30 - Cancel Reservation
Page 31 - My Reservations – Existing Reservations
Page 32 - Modify An Existing Reservation
Page 33 - Adding/Removing the Prepaid Service Charges in 3 simple steps
For New Bookings / Quotations:
Page 38 - Booking into a group allotment
Page 48 - Shore Excursions
Page 51 - On-board Entertainment, Dining & Spa Treatments
Page 55 - Amenities
Page 60 - Cruise Only Transfers
Page 64 - Cruise Rewards
Page 67 - Payments
Page 68 -

Contact Information

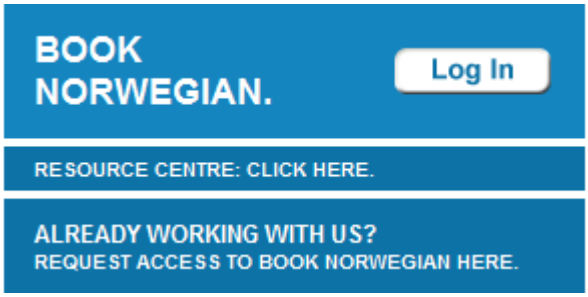
Accessing the Agent Booking Engine

To access the Agent booking engine please go to http://www.ncl.co.uk/agents



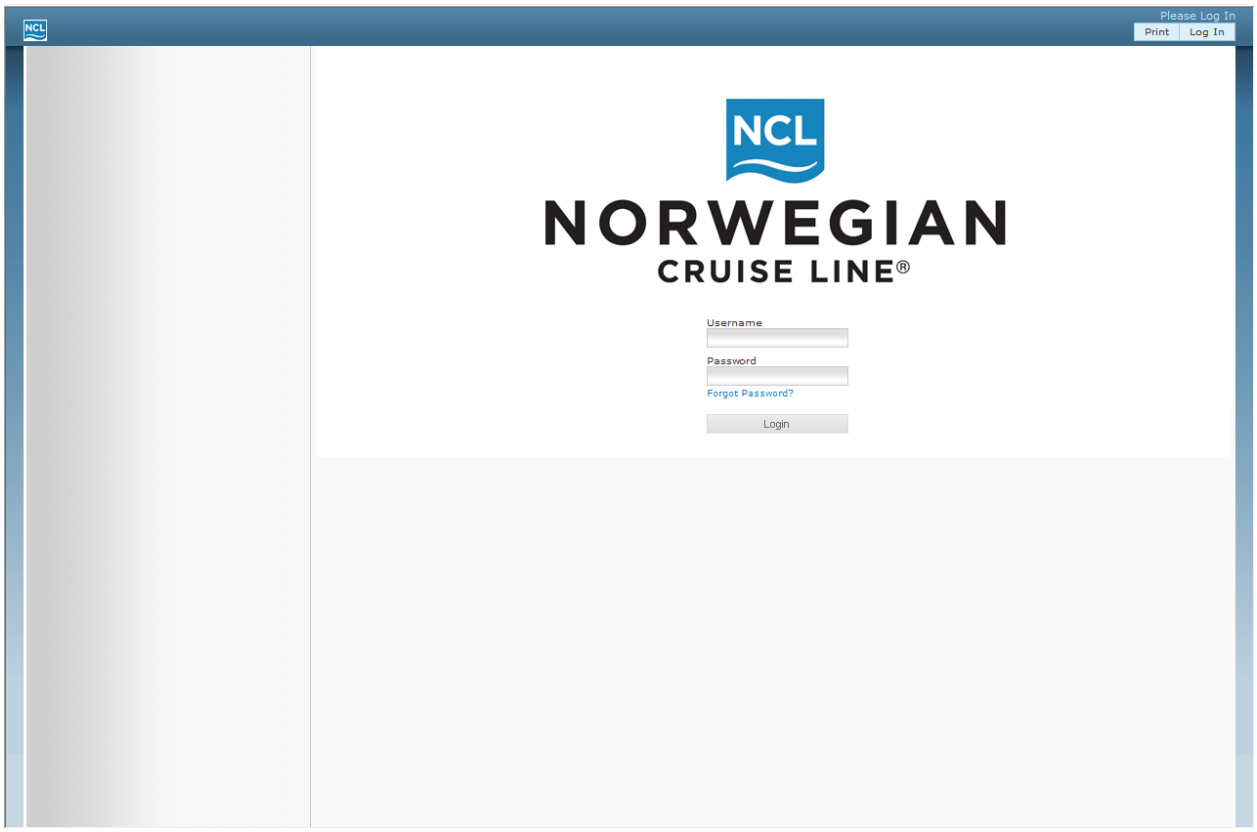
Don't forget, in order to access the travel partners website content you will need to login with:
Username: freestyle
Password: cruising

In order to access the '**Online Booking Engine**', click on the '**Log In**' link within the blue box on the right hand side:



A new window will open with the following log in screen.

Login Screen



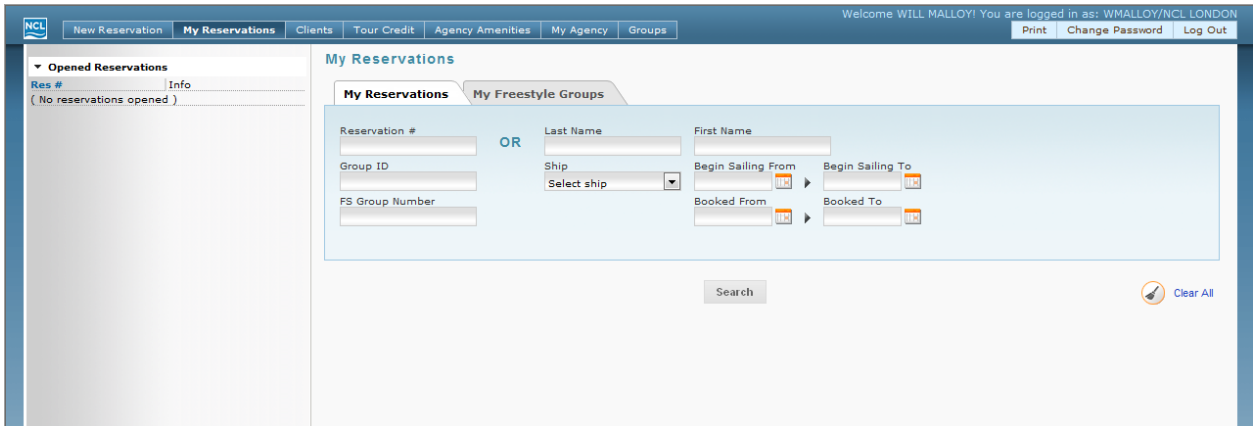
Your username and password will remain the same.

If you cannot remember your password, click Forgot Password? and follow the steps. Please note you will to have access to the email address setup with the login.

If you are not setup or wish to discuss existing logins, please contact lonsyssup@ncl.com or call us on 020 8834 9029.

My Reservations

Once you have successfully logged in, you will be taken to the agent home page also known as '**My Reservations**'.



From here you can **search and retrieve existing reservations made by your agency.**

At the top of the screen you will see more options available to you.

'**New Reservation**': Begin shopping for available sailings.

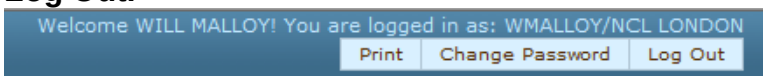
'**My Reservations**': You can search for existing reservations by entering the reservation number **OR** the guest's first name/last name and ship and sailing date.

'**Clients**': If a guest has travelled with us before, you can search for their **Latitudes Rewards** number or client ID number.

'My Agency': Displays all information relevant to your agency, i.e address, phone number, email and commission percentage if applicable.

'Groups': Review and book into existing groups set up under your account.

On the right side of this you will see options to **Print, Change Password** and **Log Out.**



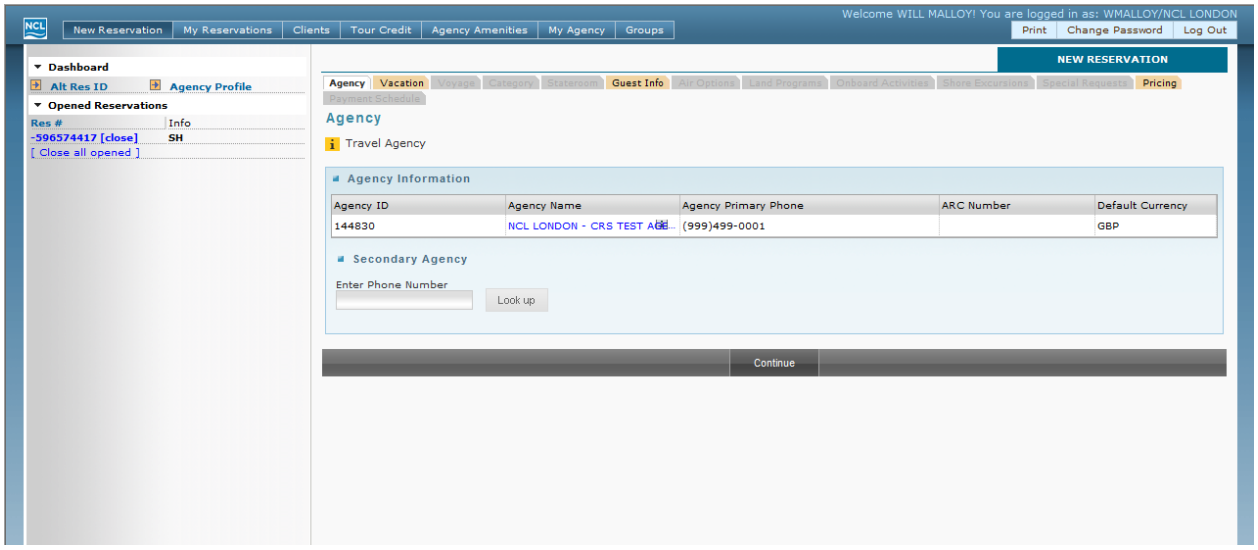
Once you have logged in, the system will allow approximately 15 minutes between actions. If you exceed this time limit your session will be terminated. When you try to move to the next screen you will be returned to the '**Log In**' screen. You will need to log in again.
Please be aware that all information from your previous session will have been cleared.

How to Make a New Reservation

To begin a new reservation, click on at the top of the screen.

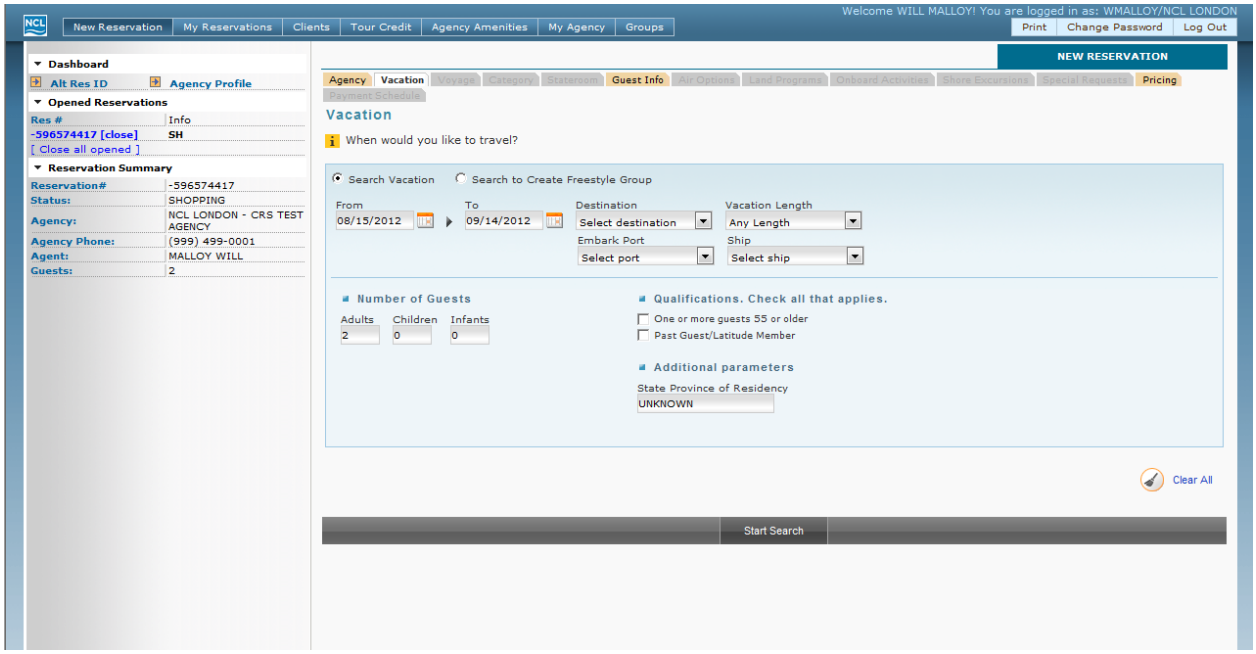
Agency Screen

The '**Agency'** screen will display your agency name and phone number.



Click on the '**Continue'** button.
The '**Search Vacation**' screen will now appear.

Vacation Screen



On the '**Cruise Vacation'** search page you will be able to enter qualifiers to help find for the most appropriate cruise for your customers. With the information provided, the engine will display a list of voyages that meet or closely match the request. ***You will be able to select multiple staterooms at a later stage. Please enter occupancy for the first stateroom here.***

Please use the calendar to pick the departure date.
N.B. Date format can be modified via your browser settings

Past Norwegian Cruise Line Guest / Latitudes Rewards Member

If the customer has cruised with Norwegian before,
set the Latitudes Rewards member option to 'Yes'. For more information go to page 14 -15.

Air Transportation

At this stage the booking is still cruise only. Airport details will be added at a later stage for Fly-Cruise reservations.

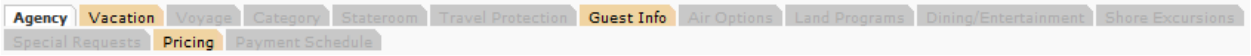
Navigation Common Features

All screens in the '**Pricing and New Reservations**' function have some common features.

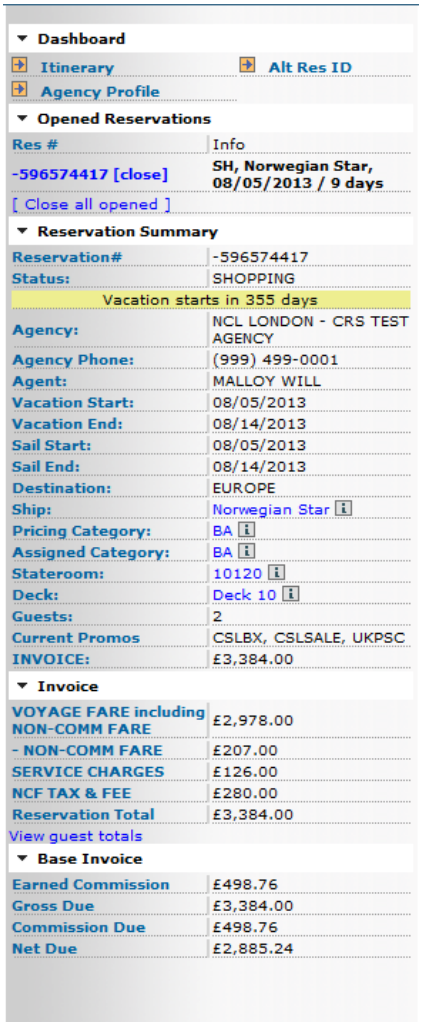
The first common feature, beginning on the first page is the top navigation bar. As you move from screen to screen, the page name will change from grey to gold. The current page will be indicated in white. You will be able to go back to any previously viewed page by clicking on the screen name on this navigation bar. You will be able to modify information on that screen.

To confirm the modification, click

or as appropriate. If you use the top navigation bar to return to your last displayed page or to go to another previously viewed page, no changes will be registered.



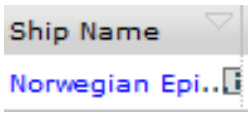
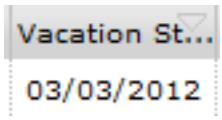
The second common feature, beginning from the voyage search page, is a '**Booking Summary'** display along the left side of the screen known as the '**Dashboard'**. As you move from screen to screen, additional details will be displayed. Some of the entries are hyperlinks to additional information. These hyperlinks can be identified by the underline. When you move your cursor over these links, your cursor will change into a hand.

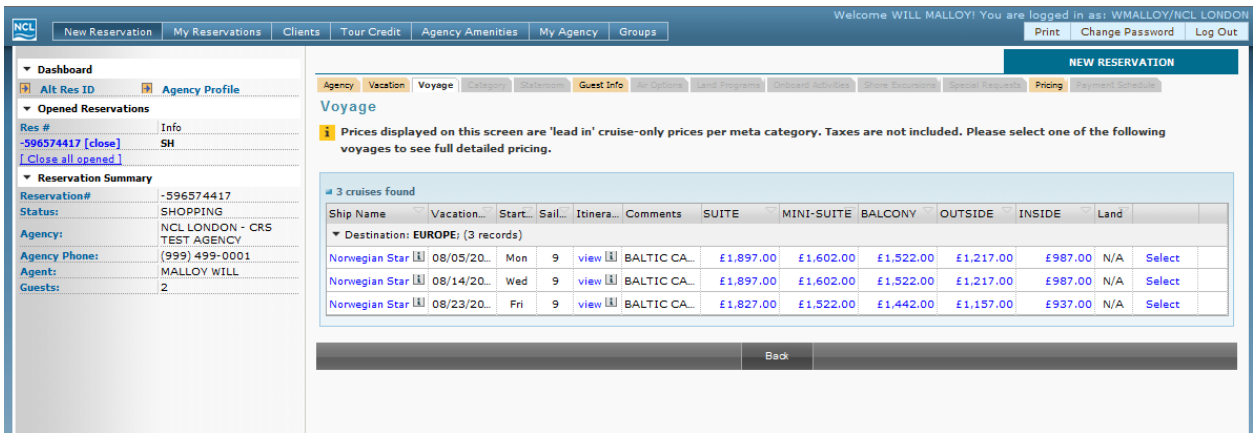


'Voyage' Screen

The '**Voyage'** screen returns results based on the information entered on the '**Cruise Vacation Search'** page. The system returns the closest matches to your request.

This screen provides general information about the search results. For each voyage, the following information is provided:

	The '**Ship Name**' column displays the name of the ship for the voyage. Click on the or the ship name to display ship information.
	The '**Vacation Start'** column displays the start date of the vacation package not just the start of the sailing. ****N.B. For Fly-Cruises from US Ports, vacation will start the day before to allow for one night hotel stay before the cruise.**
	The '**Start Day'** column displays the day of the week the Sailing is scheduled to start.
	The '**Sail Days'** column displays the number of days of the sailing.
	Click on the '**View'** link or the symbol in the **Itinerary** column to view the sailing's itinerary. You can select the voyage from the itinerary pop-up.
	The '**Comments'** column displays any comments for the specific destination of the sailing. Hover your cursor over the field to view the complete details.



Please note that the prices displayed are 'lead in' Cruise only prices per meta category – taxes are not included yet. Please select one of the voyages to see full detailed pricing on the next screen.

Need flights?
For Fly-Cruise reservations, departure airport will be added at a later stage.

If the voyages displayed do not meet your needs, or you want to see something else, click the '**Vacation link**' at the top of the page. You will be returned to the '**Cruise Vacation Search'** page to submit new search parameters. This option is available to you throughout the booking process.

To continue, click the link to the right of your preferred sailing.

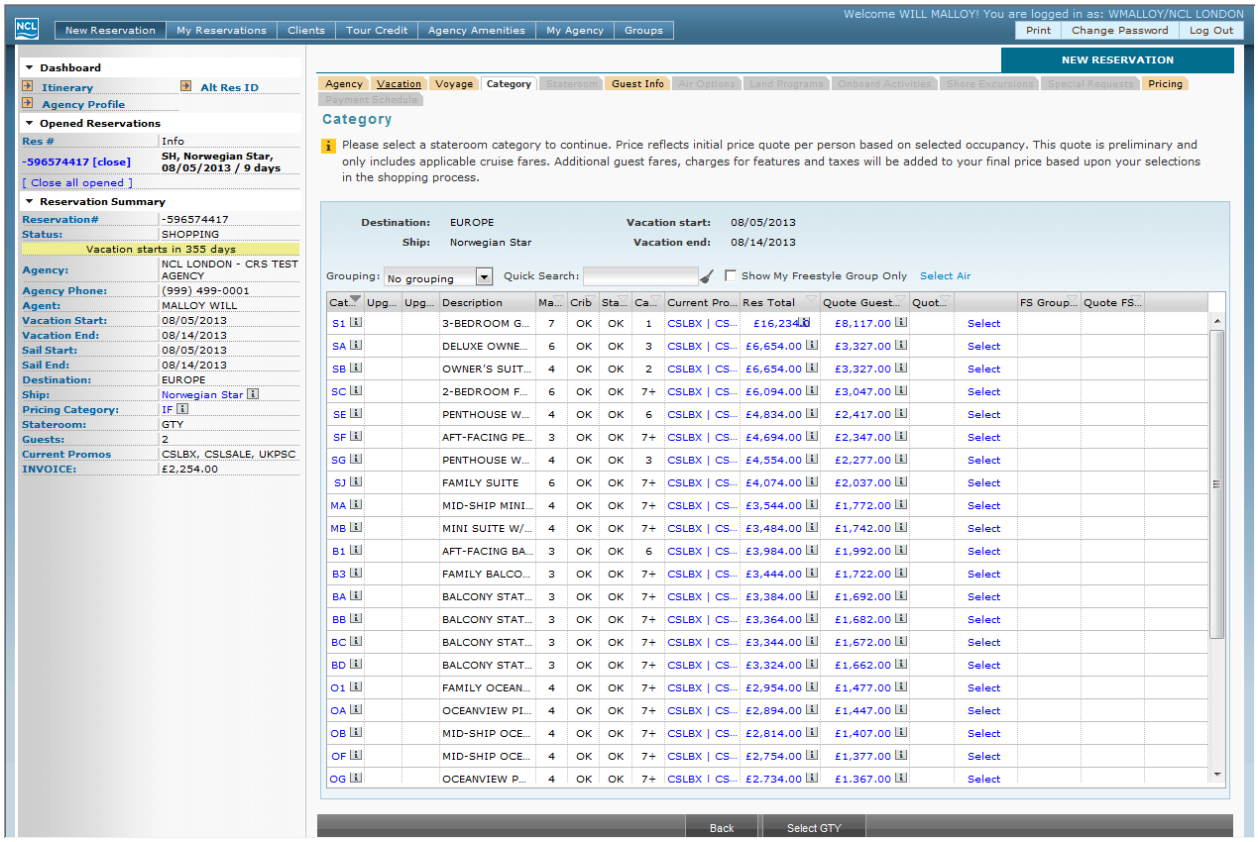
Lead in pricing per meta will display for each sailing as part of the '**Voyage'** screen. This allows you to determine which sailing has the best pricing at a glance.

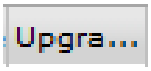
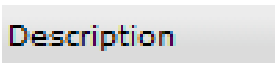
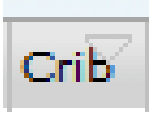
SUITE	BALCONY	OUTSIDE	INSIDE
£2,952.00	£1,332.00	£1,042.00	£892.00
£2,687.00	£1,257.00	£1,007.00	£867.00
£2,602.00	£1,222.00	£972.00	£832.00

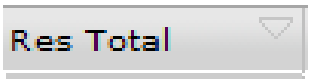
Click on a price in the in one of the meta columns to view pricing for the all categories within the meta, this will take you through to the stateroom '**Category**' page.

Select a Stateroom Category

The stateroom '**Category**' page provides pricing information for available categories.

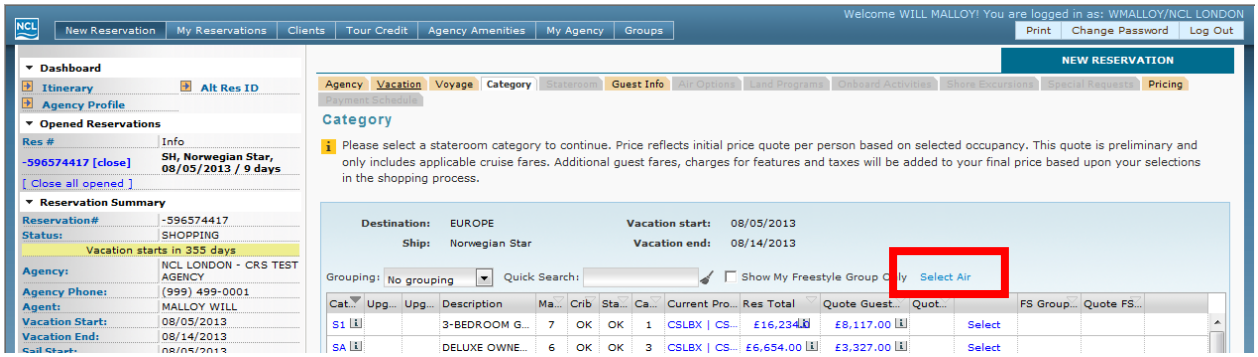


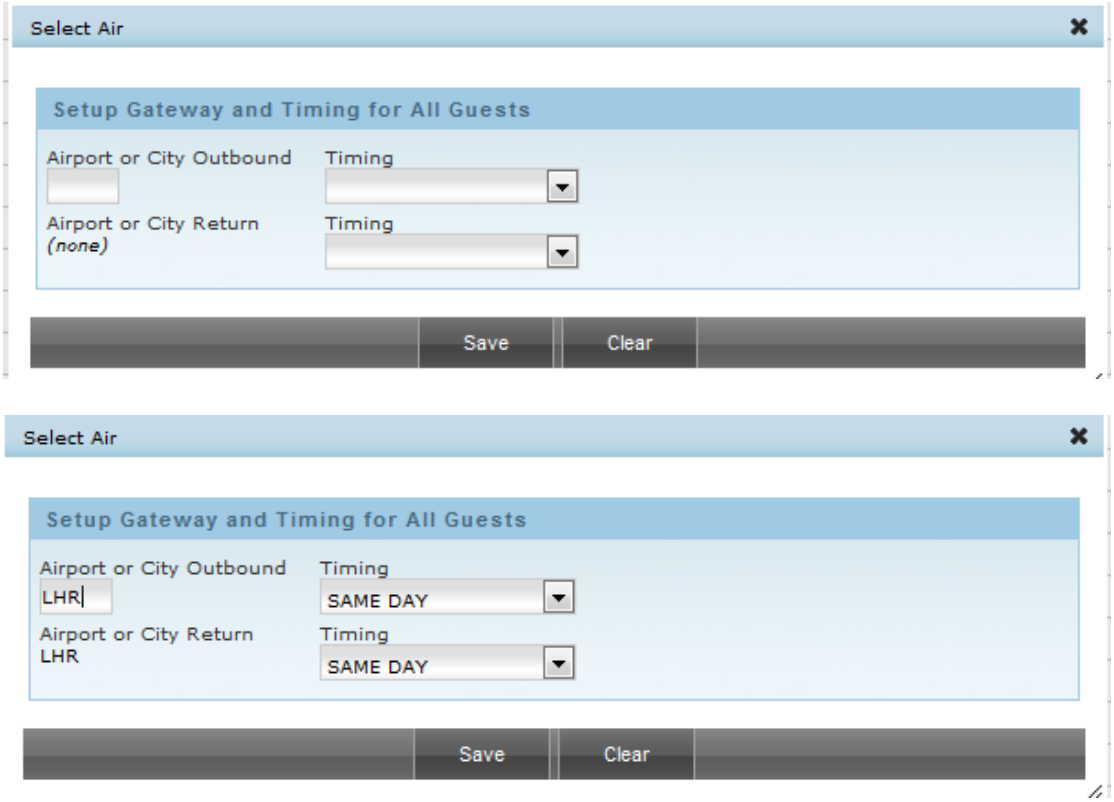
	The '**Category**' column displays the category. Click on the category link in the field or the ℹ symbol to view the category description.
	The '**Upgrade**' column displays whether there is an upgrade available. It will show the category that the guest can upgrade to.
	The '**Upgrades Available'** column displays the number of upgrades that are available in that category.
	The '**Description**' column displays the description of the category.
	The '**Max Capacity'** column displays the maximum number of guests that can be accommodated by at least one stateroom in that category.
	The '**Crib'** column indicates if the category can accommodate a foldable sleeper/playpen for an Infant.
	The 'Status' column advises the availability of the chosen stateroom.

	'OK' indicates that staterooms are available and a specific stateroom number can be assigned. **'GTY'** indicates that staterooms are available but no specific stateroom number will be assigned at time of booking (**see below). ******** *Guarantees are limited to single and double occupancy only and are not available for back to back sailing, suites or special staterooms such as family or spa staterooms***
	The '**Cabin Available'** column displays the number of staterooms available in that category. If the number is 7+, this means that there are 7 or more staterooms available in that category.
	The 'Current Promo' column will display the program code associated with the '**Current Best Fare'** pricing for each specific category. Click on the promotion code link to view alternative rate codes, and add **prepaid service charges**.
	The '**Res Total'** column displays the total cost of the reservation inclusive of any and all components (i.e., air, land, travel protection, etc.) added to the reservation.

Adding Flights

Clicking the '**Select Air'** button located above the category grades will allow you to search for live air pricing and availability.





Enter/Select the requested Air gateway in the '**Outbound'** and the '**Return'** fields (fields are smart type).

The '**Timing'** fields will populate automatically. **N.B. For Fly-Cruises from US Ports, 'Timing' will display 'Day Before' to indicate one night hotel stay before the cruise starts.**

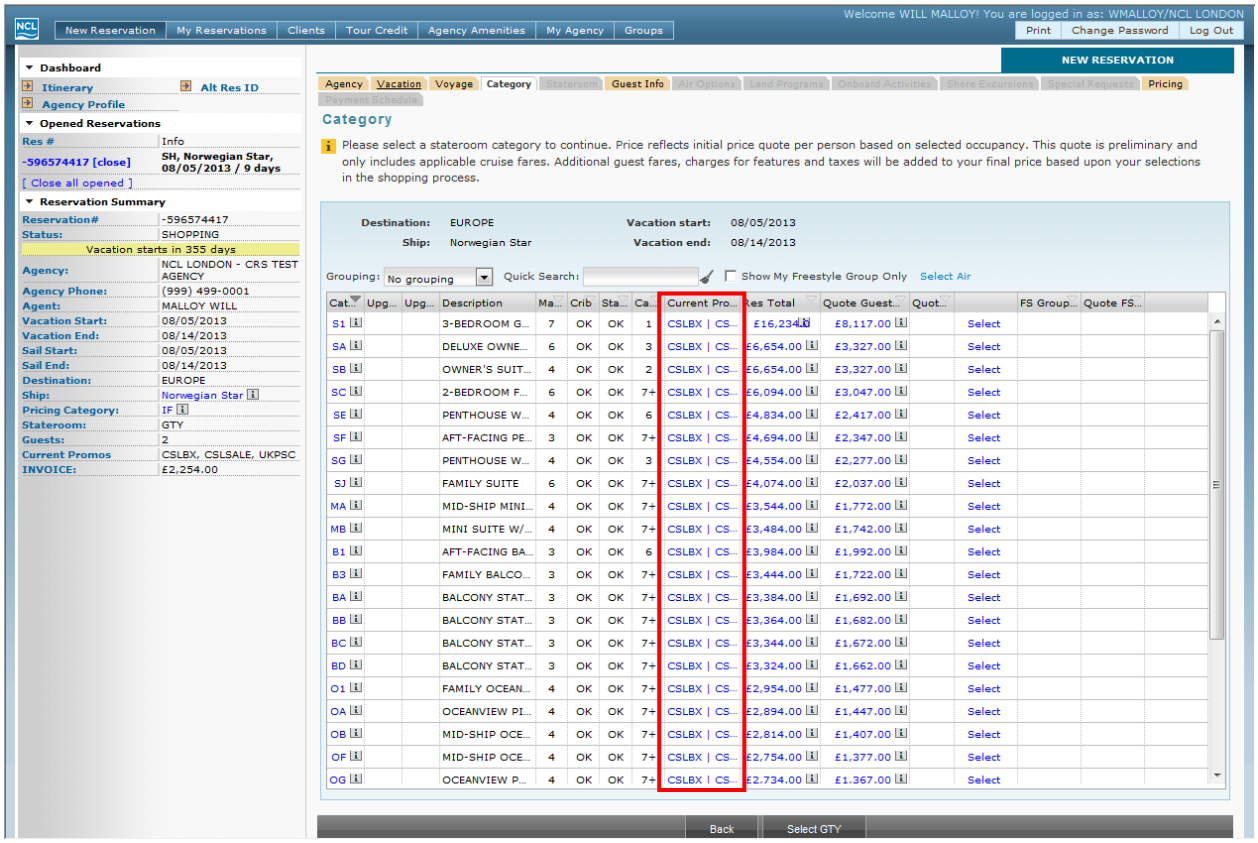
Please note: If timing options are not automatically populated, this means that the selected airport is not available for this particular date/departure.

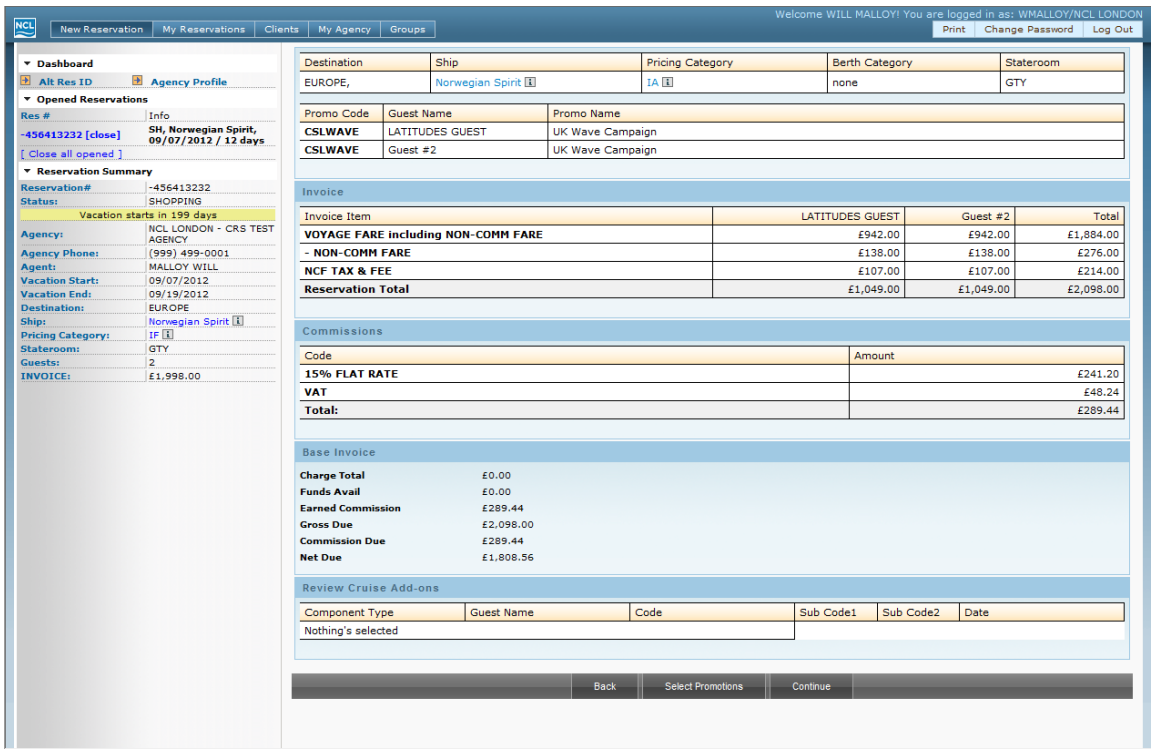
If you would like to keep the booking as Cruise Only, or make an alternative selection you can remove the flights by pressing "**Clear Air**".
Please note that all guests on the reservation must book as Fly-Cruise or as Cruise Only. It is not currently possible to mix different transportation modes for different guests on the same reservation.

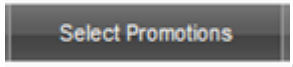
All flight details will be added within 24hours of completing a booking. Please note only air type '**Standard**' is currently offered. Please call our **Reservations Team** on 0845 201 8900 for any deviation requests.

Service Charges

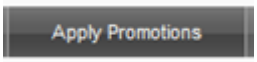
Initial prices currently include service charges. Click '**Current Promo**' to remove the prepaid service charges and view other combinable promo codes.


New Reservation
My Reservations
Clients
Tour Credit
Agency Amenities
My Agency
Groups
Welcome WILL MALLOY! You are logged in as: WMALLOY/NCL LONDON
Print
Change Password
Log Out
NEW RESERVATION
Agency
Vacation
Voyage
Category
Stateroom
Guest Info
Air Options
Land Programs
Onboard Activities
Shore Excursions
Special Requests
Pricing
Payment Schedule
Dashboard
Itinerary
Alt Res ID
Agency Profile
Opened Reservations
Res #
Info
-596574417 [close]
SH, Norwegian Star, 08/05/2013 / 9 days
[Close all opened]
Reservation Summary
Reservation#
-596574417
Status:
SHOPPING
Vacation starts in 355 days
Agency:
NCL LONDON - CRS TEST AGENCY
Agency Phone:
(999) 499-0001
Agent:
MALLOY WILL
Vacation Start:
08/05/2013
Vacation End:
08/14/2013
Sail Start:
08/05/2013
Sail End:
08/14/2013
Destination:
EUROPE
Ship:
Norwegian Star
Pricing Category:
IF
Stateroom:
GTY
Guests:
2
Current Promos
CSLBX, CSLSALE, UKPSC
INVOICE:
£2,254.00
Category
Please select a stateroom category to continue. Price reflects initial price quote per person based on selected occupancy. This quote is preliminary and only includes applicable cruise fares. Additional guest fares, charges for features and taxes will be added to your final price based upon your selections in the shopping process.
Destination:
EUROPE
Ship:
Norwegian Star
Vacation start:
08/05/2013
Vacation end:
08/14/2013
Grouping:
No grouping
Quick Search:
Show My Freestyle Group Only
Select Air
Cat.
Upg...
Upg...
Description
Ma...
Crib
Sta...
Ca...
Current Pro...
Res Total
Quote Guest...
Quot...
FS Group...
Quote FS...
S1 3-BEDROOM G... 7 OK OK 1 CSLBX | CS... £16,234.00 £8,117.00 Select
SA DELUXE OWNE... 6 OK OK 3 CSLBX | CS... £6,654.00 £3,327.00 Select
SB OWNER'S SUIT... 4 OK OK 2 CSLBX | CS... £6,654.00 £3,327.00 Select
SC 2-BEDROOM F... 6 OK OK 7+ CSLBX | CS... £6,094.00 £3,047.00 Select
SE PENTHOUSE W... 4 OK OK 6 CSLBX | CS... £4,834.00 £2,417.00 Select
SF AFT-FACING PE... 3 OK OK 7+ CSLBX | CS... £4,694.00 £2,347.00 Select
SG PENTHOUSE W... 4 OK OK 3 CSLBX | CS... £4,554.00 £2,277.00 Select
SJ FAMILY SUITE 6 OK OK 7+ CSLBX | CS... £4,074.00 £2,037.00 Select
MA MID-SHIP MINI... 4 OK OK 7+ CSLBX | CS... £3,544.00 £1,772.00 Select
MB MINI SUITE W/... 4 OK OK 7+ CSLBX | CS... £3,484.00 £1,742.00 Select
B1 AFT-FACING BA... 3 OK OK 6 CSLBX | CS... £3,984.00 £1,992.00 Select
B3 FAMILY BALCO... 3 OK OK 7+ CSLBX | CS... £3,444.00 £1,722.00 Select
BA BALCONY STAT... 3 OK OK 7+ CSLBX | CS... £3,384.00 £1,692.00 Select
BB BALCONY STAT... 3 OK OK 7+ CSLBX | CS... £3,364.00 £1,682.00 Select
BC BALCONY STAT... 3 OK OK 7+ CSLBX | CS... £3,344.00 £1,672.00 Select
BD BALCONY STAT... 3 OK OK 7+ CSLBX | CS... £3,324.00 £1,662.00 Select
O1 FAMILY OCEAN... 4 OK OK 7+ CSLBX | CS... £2,954.00 £1,477.00 Select
OA OCEANVIEW PI... 4 OK OK 7+ CSLBX | CS... £2,894.00 £1,447.00 Select
OB MID-SHIP OCE... 4 OK OK 7+ CSLBX | CS... £2,814.00 £1,407.00 Select
OF MID-SHIP OCE... 4 OK OK 7+ CSLBX | CS... £2,754.00 £1,377.00 Select
OG OCEANVIEW P... 4 OK OK 7+ CSLBX | CS... £2,734.00 £1,367.00 Select
Back
Select GTY

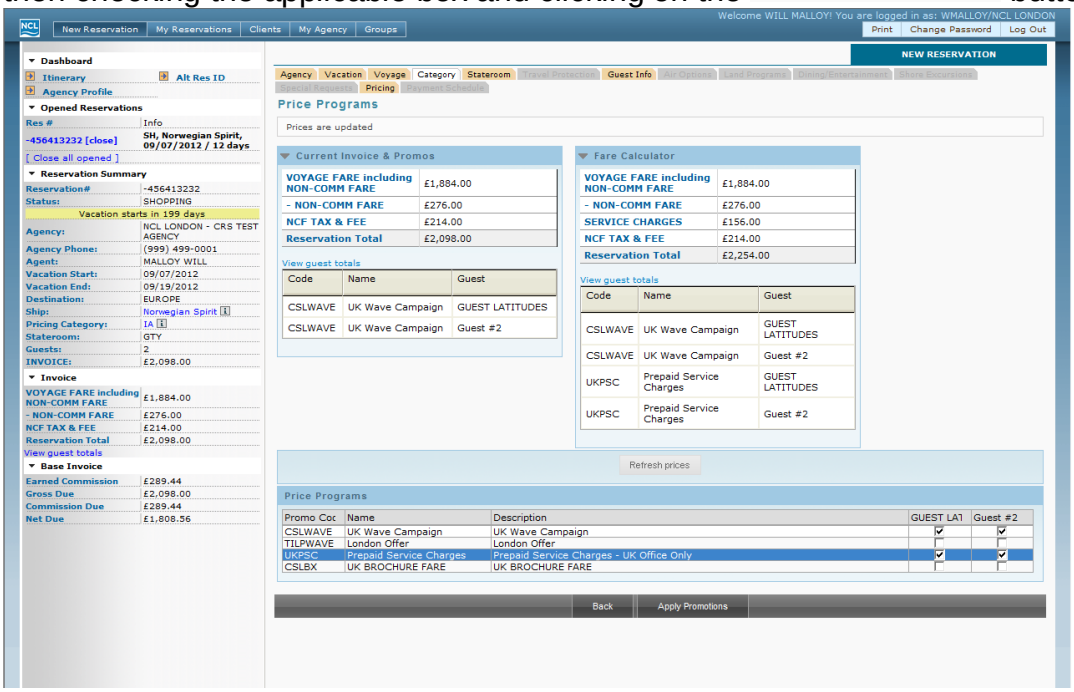


On this page you can apply alternative price promo codes listed, including '**Prepaid Service Charges'**, by clicking on 

,

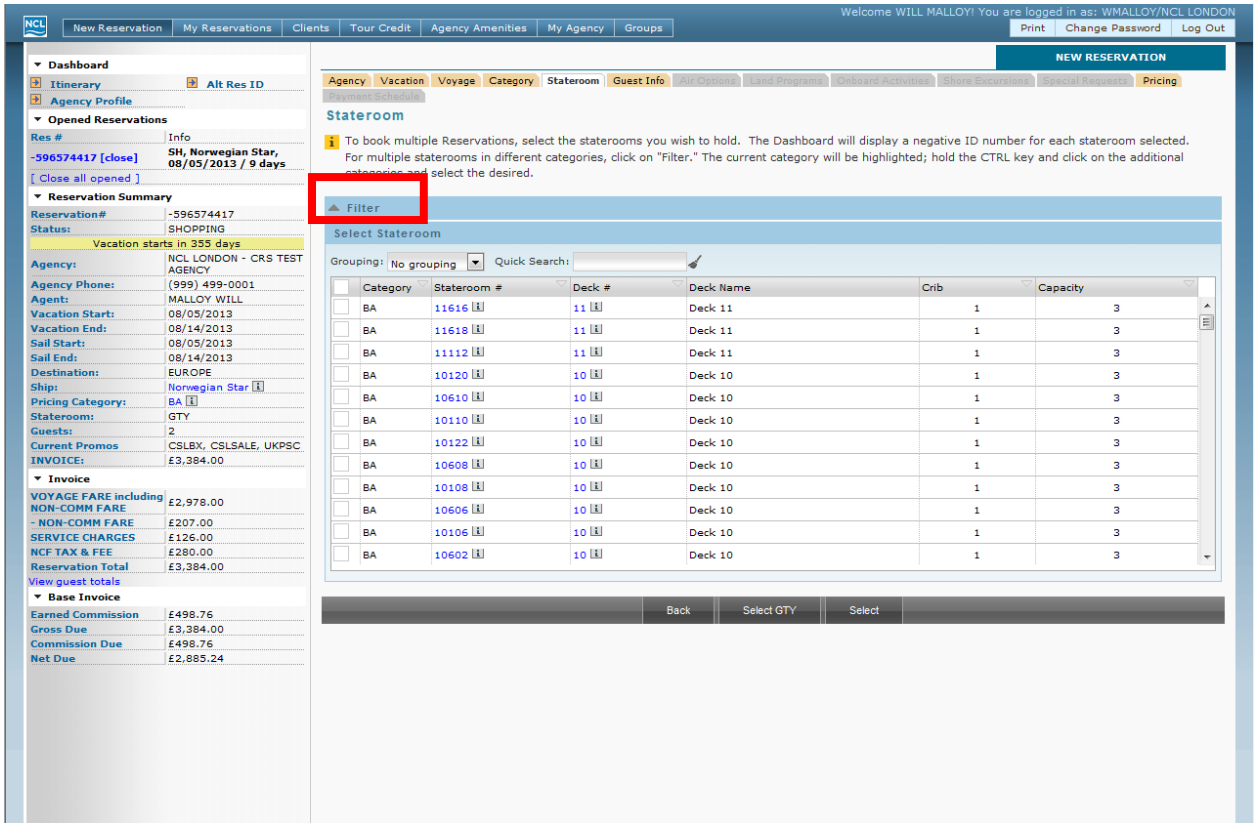
then checking the applicable box and clicking on the 

button.



Select a Stateroom

The ‘Stateroom’ screen provides you with a list of available staterooms in the category you selected. Staterooms are listed in rank order, with the most desirable rooms available listed first. A diagram of the ship indicating deck location is displayed. This screen is bypassed if the category you selected had only guarantees available.

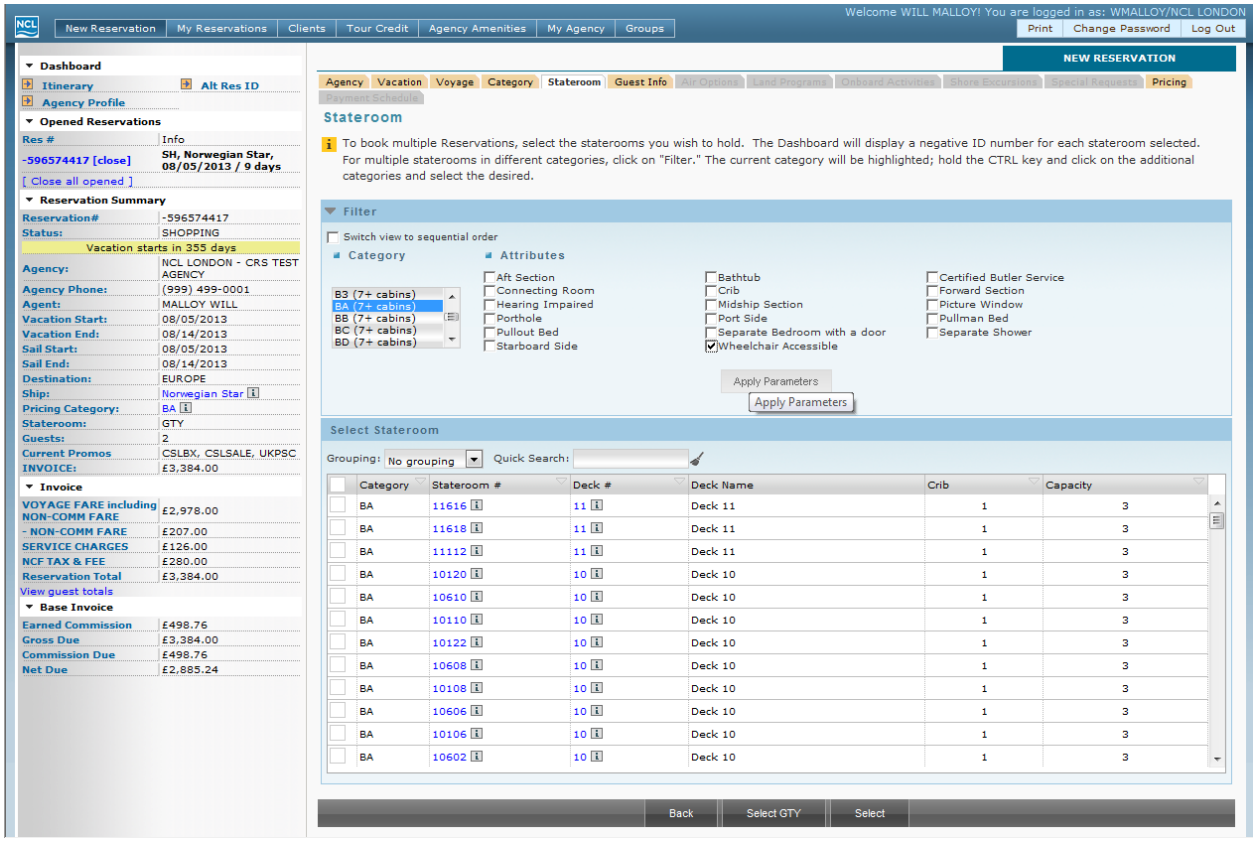


The '**Stateroom'** screen will allow you to select a stateroom that best fits your guests' needs. Staterooms will be sorted according to the following:

- Category
- Location
- Double occupancy
- Triple occupancy
- Quad occupancy
- Connecting staterooms
- Disabled staterooms

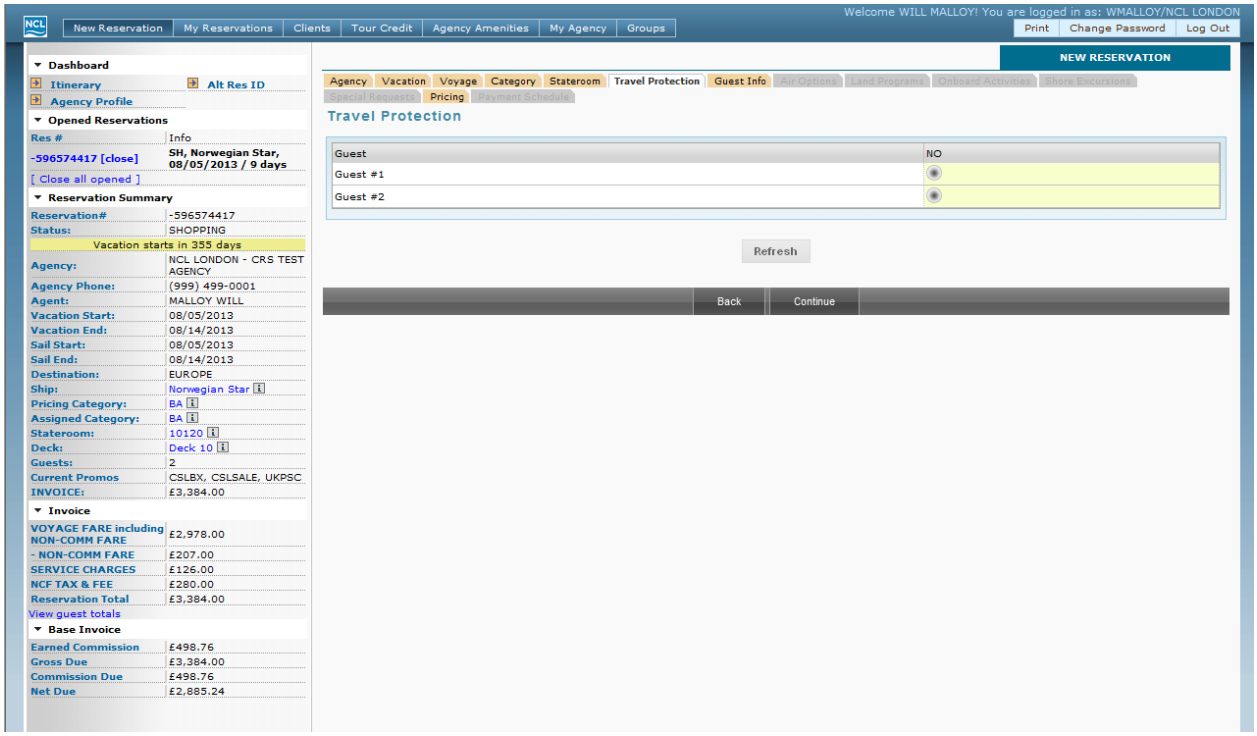
✪ If you are looking for a specific stateroom number, you can type it in the '**Quick Search'** field to find it.

You can filter the search results based on certain stateroom attributes. To access the filter, click on the '**Filter'** link at the top of the page. To search for specific attributes within multiple categories, hold down the shift/arrow keys to select, tick the attributes required and '**Apply Parameters'.**



To choose a specific stateroom attribute click in the box next to the attribute. To search for a stateroom that matches the attribute(s), click on the '**Apply Parameters'** button.

To select a stateroom, click on the box that corresponds with the requested stateroom and click on the '**Select'** button. This will take you to the '**Travel Protection'** screen.



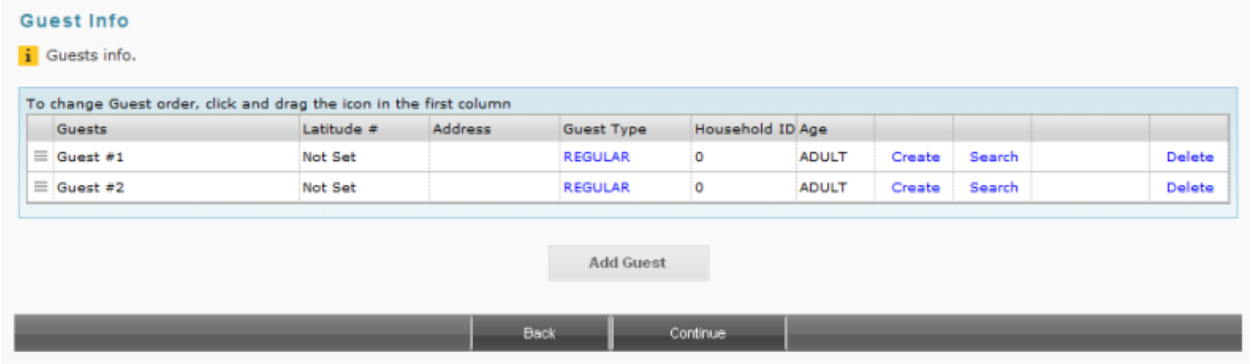
Please note that travel insurance cannot be purchased online.
Please click ‘Continue’
Please refer to the applicable Norwegian Cruise Line brochure for our payment and cancellation policy. Guests are required to take out adequate and appropriate holiday insurance to cover as a minimum for all travel, cancellation, medical and repatriation liabilities. Please refer to **www.ncl.co.uk/insurance** or call the **Travel Insurance Booking Line** - 0871 222 6469 - for a quote.

Guest Information

If you are not ready to input guest information at this stage, click ‘**Continue’** and simply come back to this page later.

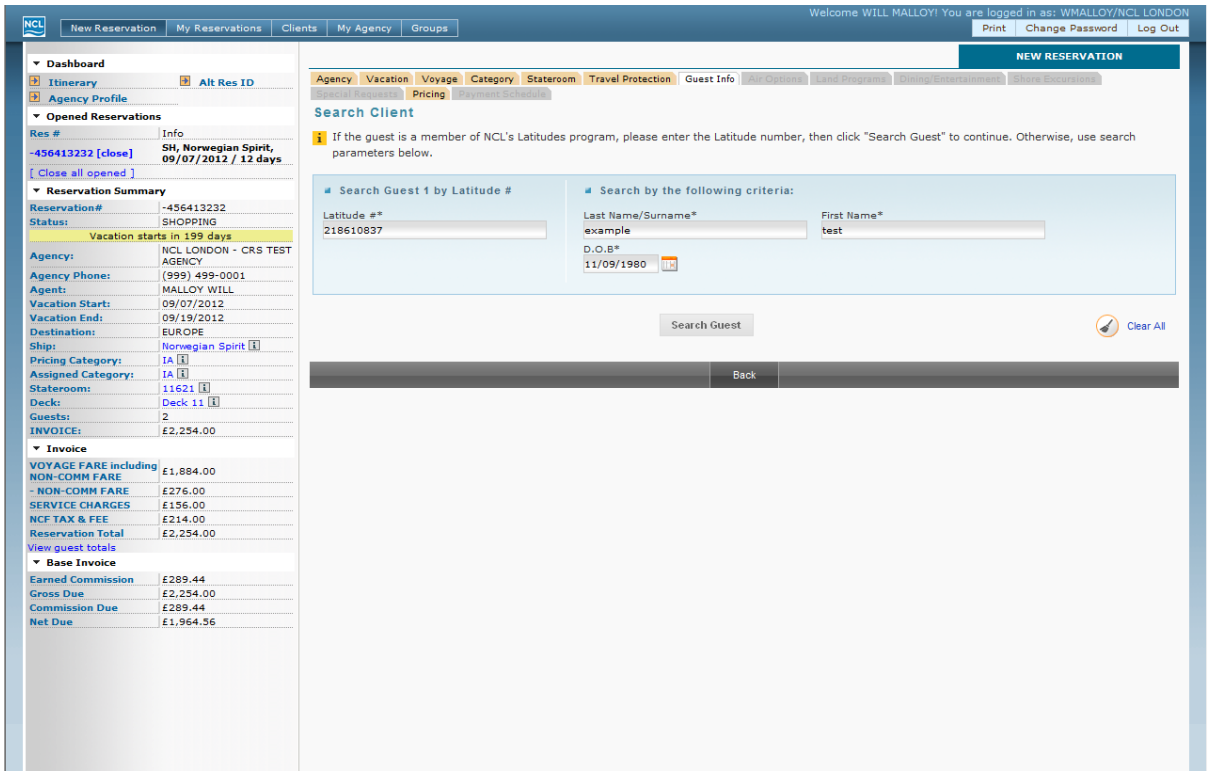
Searching for Past Norwegian Cruise Line Guest / Latitudes Rewards Member

To search for a guest in the Latitudes Rewards database, click on ‘**Search’** in the row of the appropriate guest.

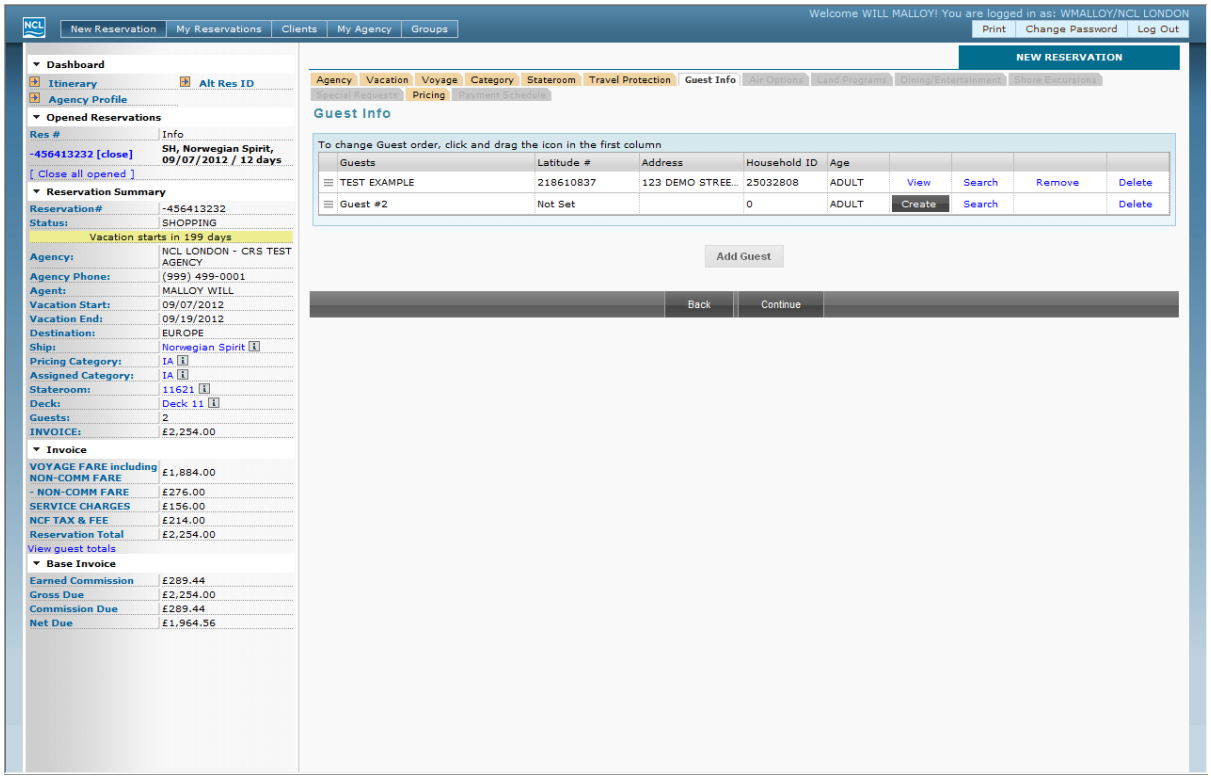


The ‘**Search Client’** screen will appear.
If you have the guest’s ‘**Latitudes Rewards’** number, enter it in the ‘**Latitude #’** field and click on the ‘**Search Guest’** button.
If you do not have the guest’s ‘**Latitudes Rewards’** number, you can search using the following criteria.

- Last Name, First Name PLUS
- Date of Birth



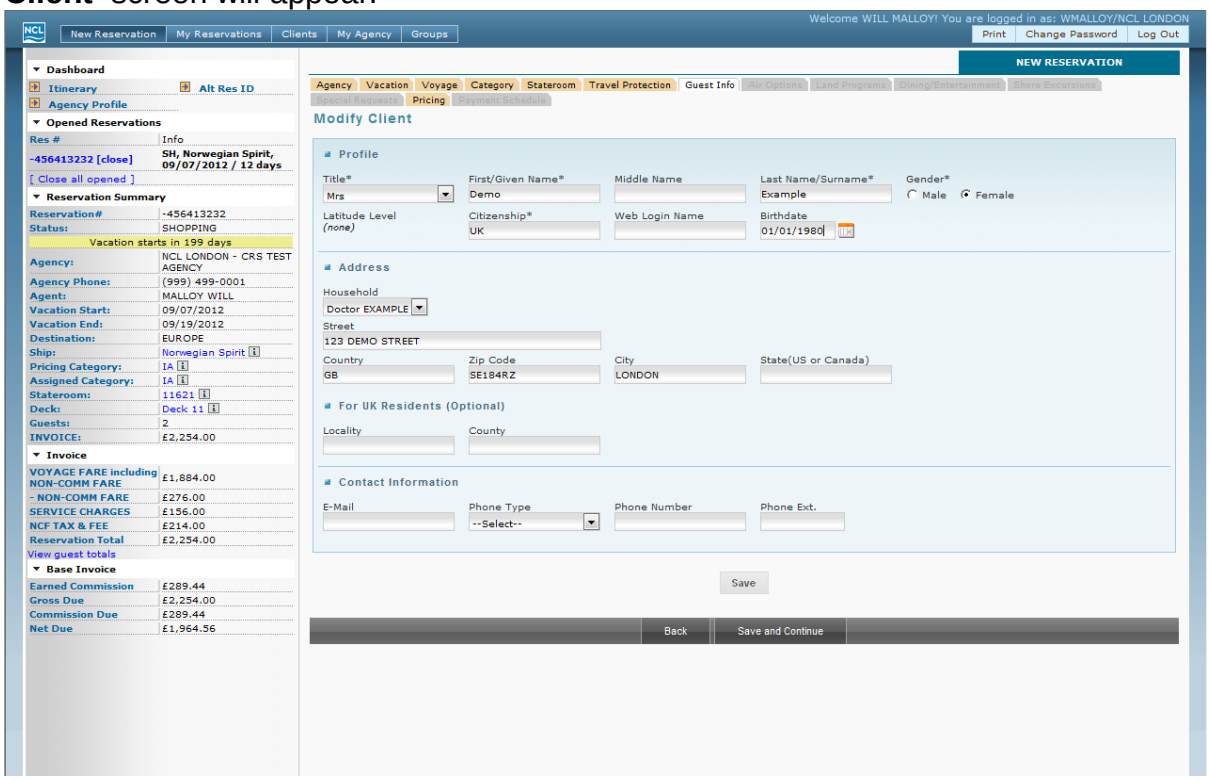
Once you have entered the search criteria, click on the ‘**Search Guest’** button.



Creating a New Guest

If the guest has never sailed with Norwegian before, you will need to create them in the database and add them to the reservation.

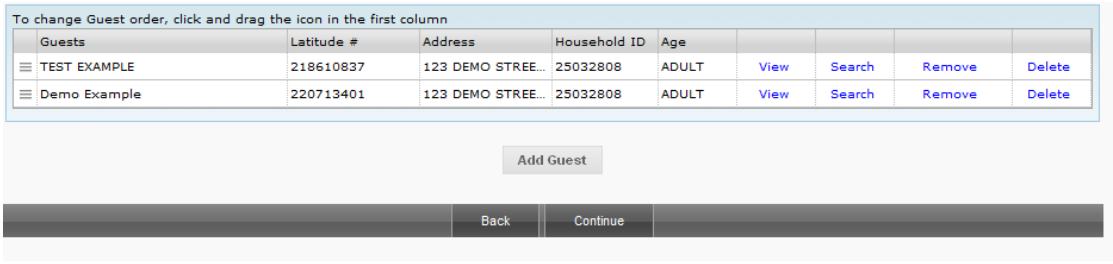
To add a new guest to the reservation, click on the '**Create'** link. The '**Modify Client'** screen will appear.



The following fields on the '**Client'** screen are mandatory:

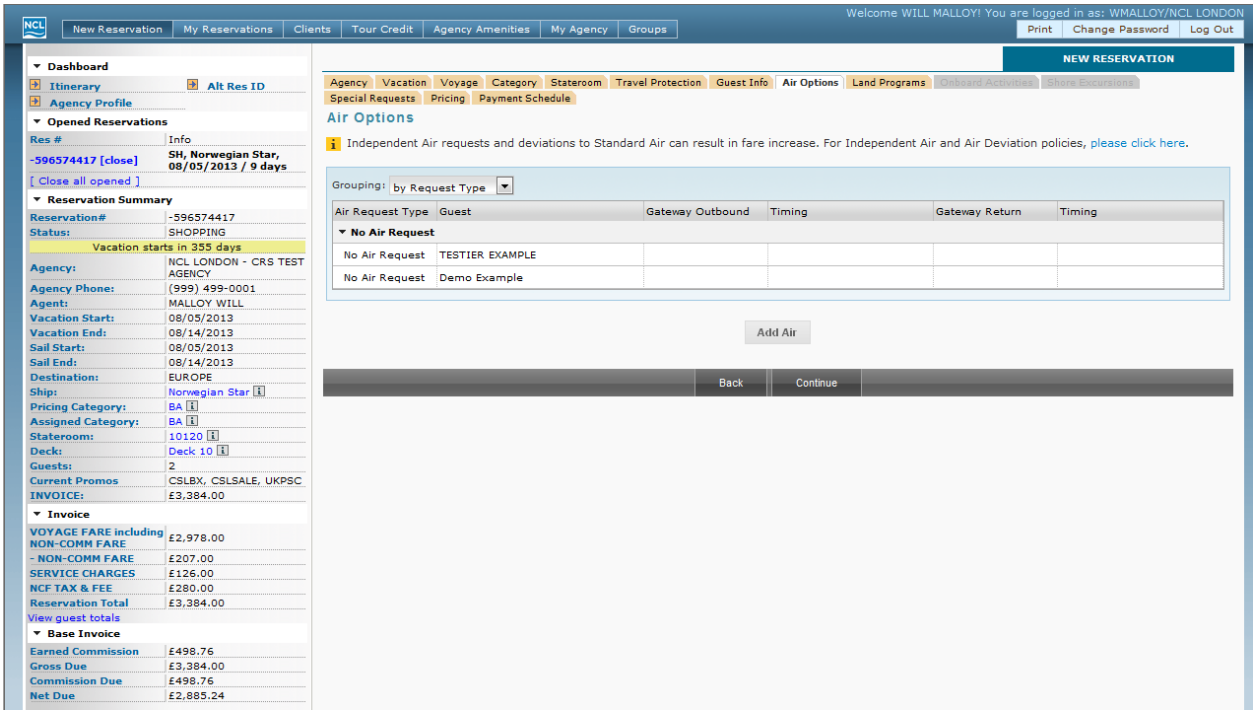
- Title
- First name and last name* must match passport*
- The gender will automatically populate when the title is selected
- Citizenship
- Date of Birth

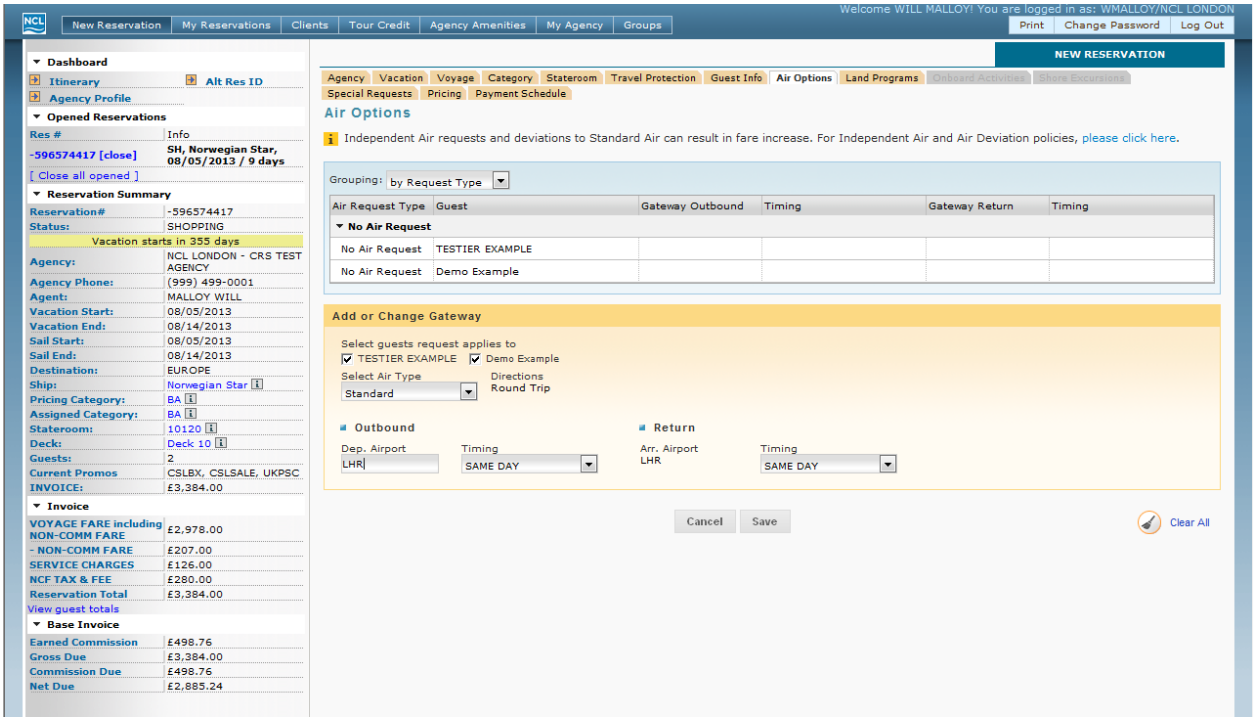
ⓘ All other fields are optional however; it is recommended that you enter as much information as possible. All middle names should be entered.



Air Options

To quote for a Fly-Cruise package, click on **'Add Air'**

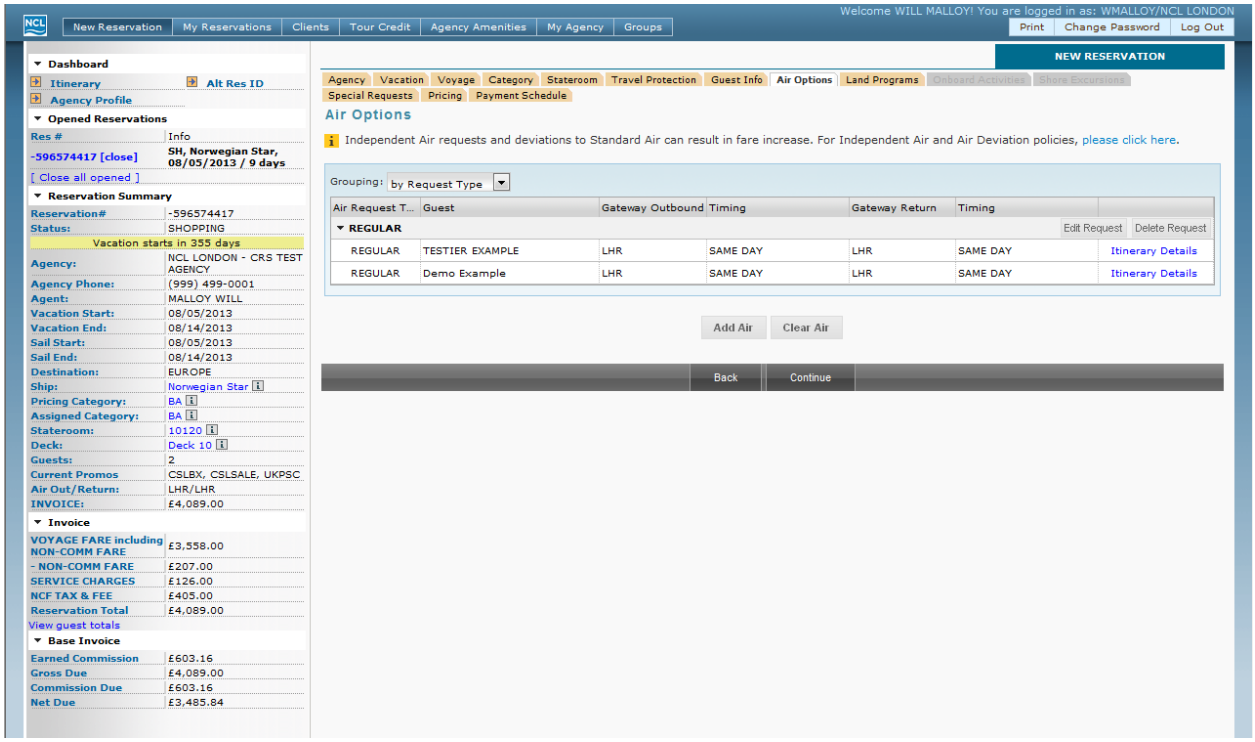




Enter/Select the requested Air gateway in the '**Outbound'** and the '**Return'** fields (fields are smart type).

The '**Timing'** fields will populate automatically. **N.B. For Fly-Cruises from US Ports, 'Timing' will display 'Day Before' to indicate one night hotel stay before the cruise starts.**

Please note: If timing options are not automatically populated, this means that the selected airport is not available for this particular date/departure.



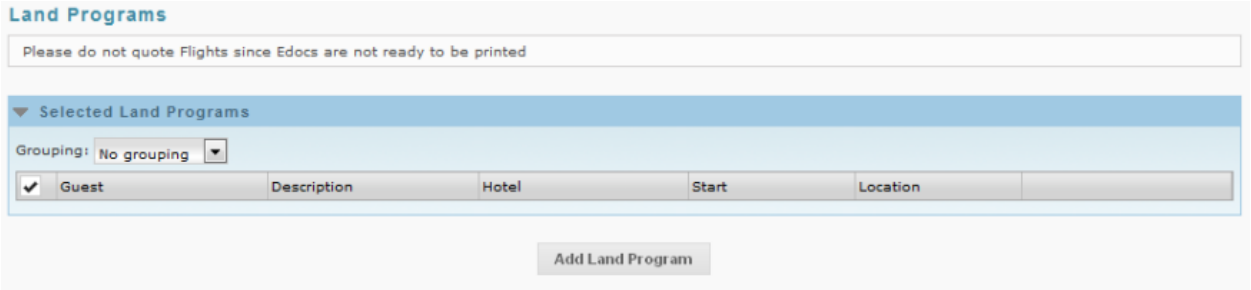
If you would like to keep the booking as Cruise Only, or make an alternative selection you can remove the flights by pressing "**Clear Air**".

Please note that all guests on the reservation must book as Fly-Cruise or as Cruise Only. It is not currently possible to mix different transportation modes for different guests on the same reservation.

Only air type '**Standard**' is currently offered.
Please call our **Reservations Team** on 0845 201 8900 for any deviation requests.

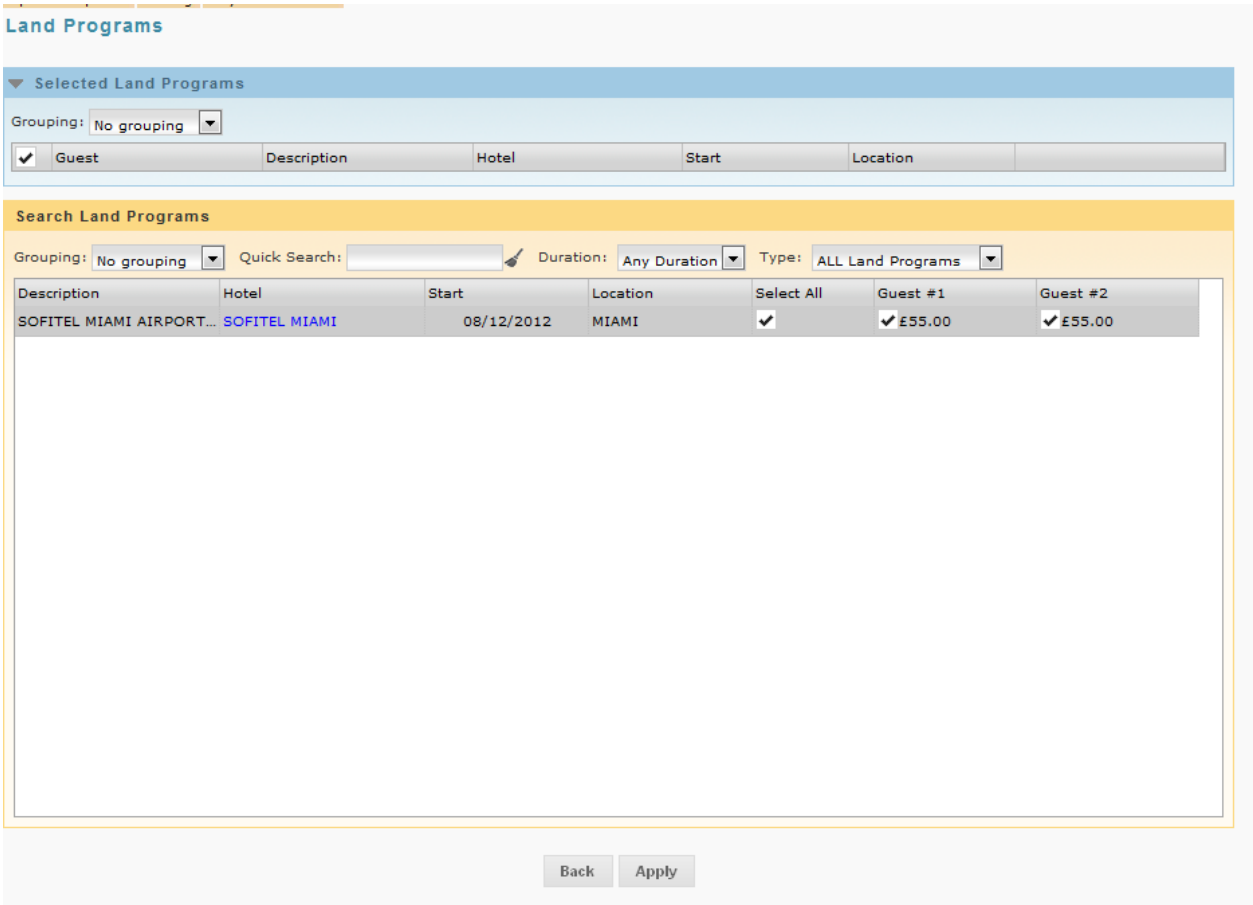
Land Programs

The '**Land Programs'** tab shows any additional land pre/post cruise stays which can be added to the standard Fly-Cruise package for an additional cost. Currently we only offer post cruise dayrooms.



- To view the listing of packages, click on '**Add Land Program'**.

The '**Land Programs'** screen will display any packages offered on the sailing.



1. To add a land package to a reservation, click on the 'Select All' **check box for the requested package.**
2. Once the package has been selected, click on the 'Apply' **button. Once stored, the package details will appear on the '**Reservation Summary'**.**

Special Requests

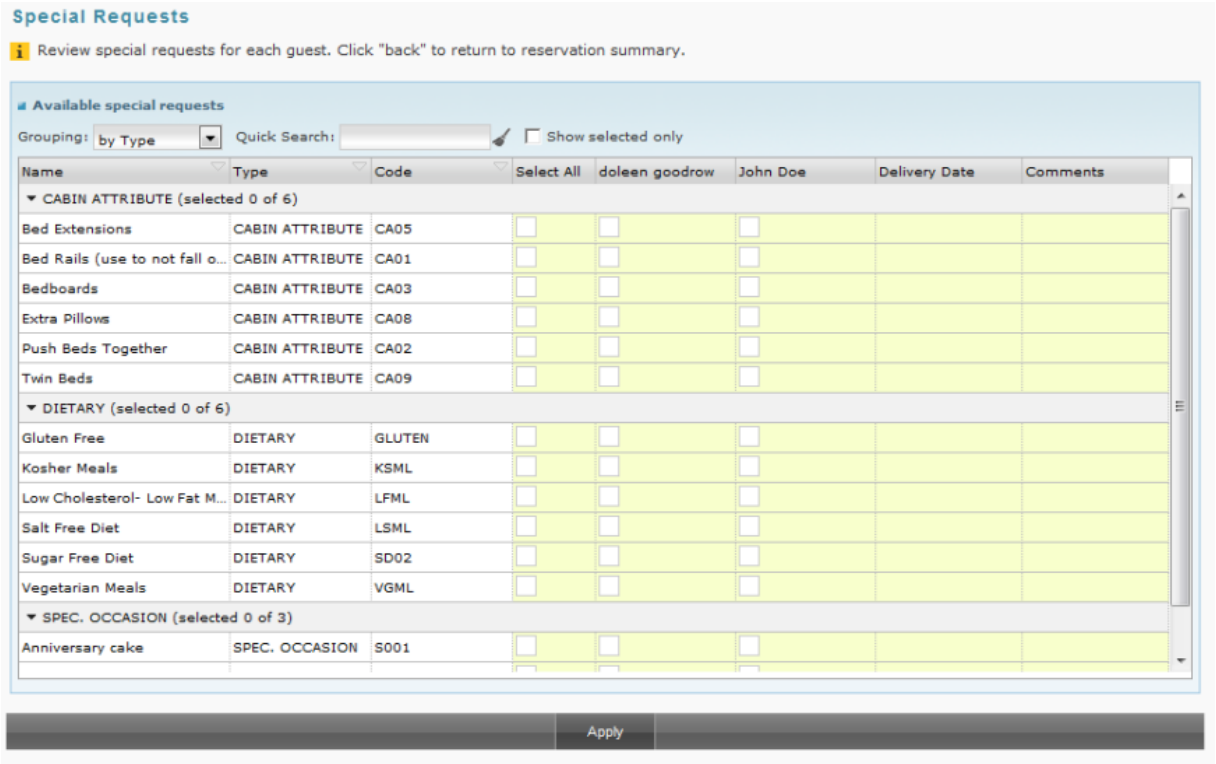
1. To add a special request, click on the '**Special Request'** tab.
- The '**Special Request'** order screen will appear.

2. Select the request type (e.g stateroom attribute), click in the check box of the guest(s) receiving the special request and enter the appropriate delivery date if necessary.

- Stateroom attribute and dietary requests do not require a delivery date.
- It is not necessary to fill out the comments field.

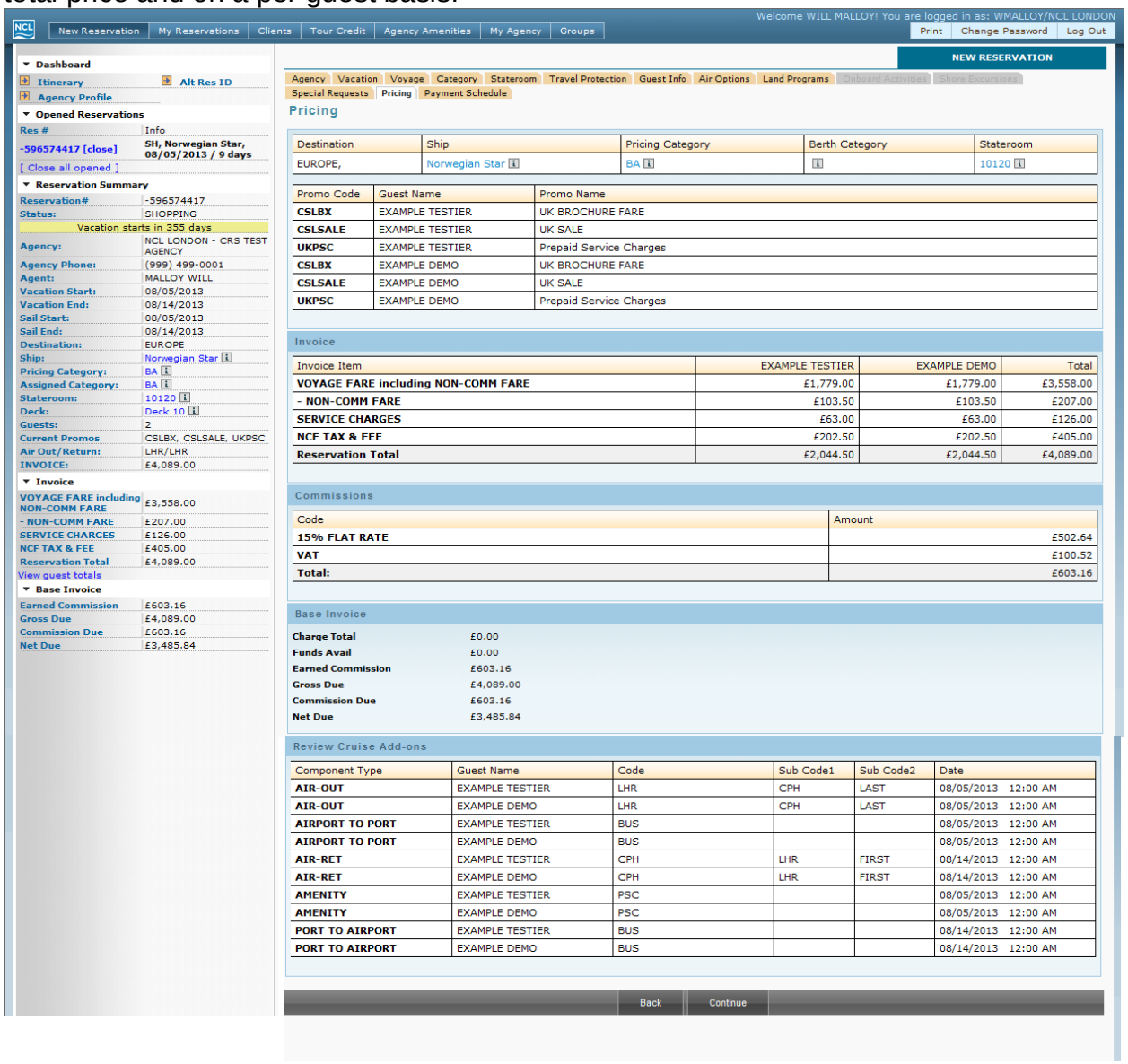
3. Click on the '**Continue'** button (new reservation) or the '**Apply'** button (Existing reservation) to store the '**Special Request'**.

More than one '**Special Request'** can be added at a time to a reservation.



Statement of Pricing

This screen will provide you with a complete pricing statement, both for the total price and on a per guest basis.



The following information is provided on all reservations:

'Voyage Fare' is the price for the cruise portion of the booking. The first two guests in a stateroom pay the '**Twin Occupancy'** rate. Any subsequent guests pay 'Guest 3-8 rate'.
Any applicable single supplement will be included in the '**Guest 1**' fare where applicable.
'Non Commissionable Fare' is the non-commissionable element of the voyage fare. This is included in the '**Voyage Fare'** amount but itemised separately for your information.
'NCF Tax & Fee' is the amount of non commissionable taxes and fees that apply for the voyage.

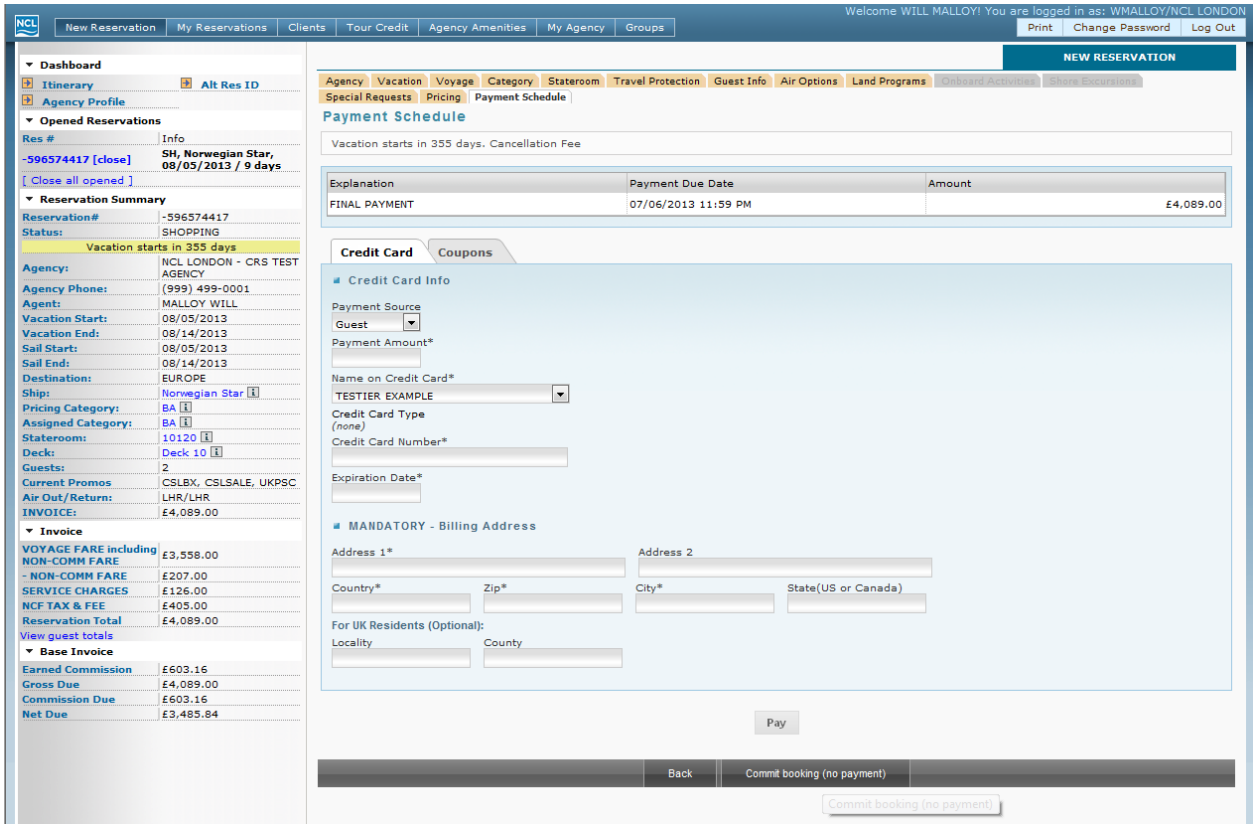
The base invoice at the bottom of the pricing screen details the commission in addition to the gross and net due.

These prices are subject to change in the event that you make alternate selections.

Please note: Any OBC promotions will be listed in the 'Add ons' section

Click '**Continue**' to review payment schedule and confirm the booking.
N.B. Norwegian Cruise Line charges fees for certain changes made within a cancellation fee period. If any charges or fees have been assessed on the reservation, they will be indicated on this display.

Payment Schedule



Please review the payment schedule.
From the '**Payment Schedule'** screen you can:

- **Review** the reservation's payment amounts and due dates.
- **View** the number of days prior to sailing.
- **Enter** a credit card payment.
- **Confirm** the reservation without payment* - once confirmed all bookings are immediately subject to Norwegian Cruise Line booking conditions.

If your payments are handled by your head office, you can disregard the payment instructions but will need to collect the applicable deposit as per Norwegian Cruise Line booking conditions.

The '**Credit Card'** tab contains the following fields:

1. **'Payment Source'** – The system defaults to the guest. Select '**Agent'** from the drop down if paying with an agency credit card.
2. **'Payment Amount'** – Enter the deposit or final payment amount.
3. **'Name on Credit Card'** – The system will default to the name of the first guest of the reservation. Click on the '**Dropdown**' menu to select the name of a different guest on the reservation.
4. **'Credit Card Type'** – Will automatically populate when the credit card number is entered.
5. **'Credit Card Number'.**
6. **'Expiration Date'.**
7. **'Cardholder's Billing Address'**

Once all the required information has been filled out, click on the '**Pay'** button

This will confirm the booking with a successful payment.

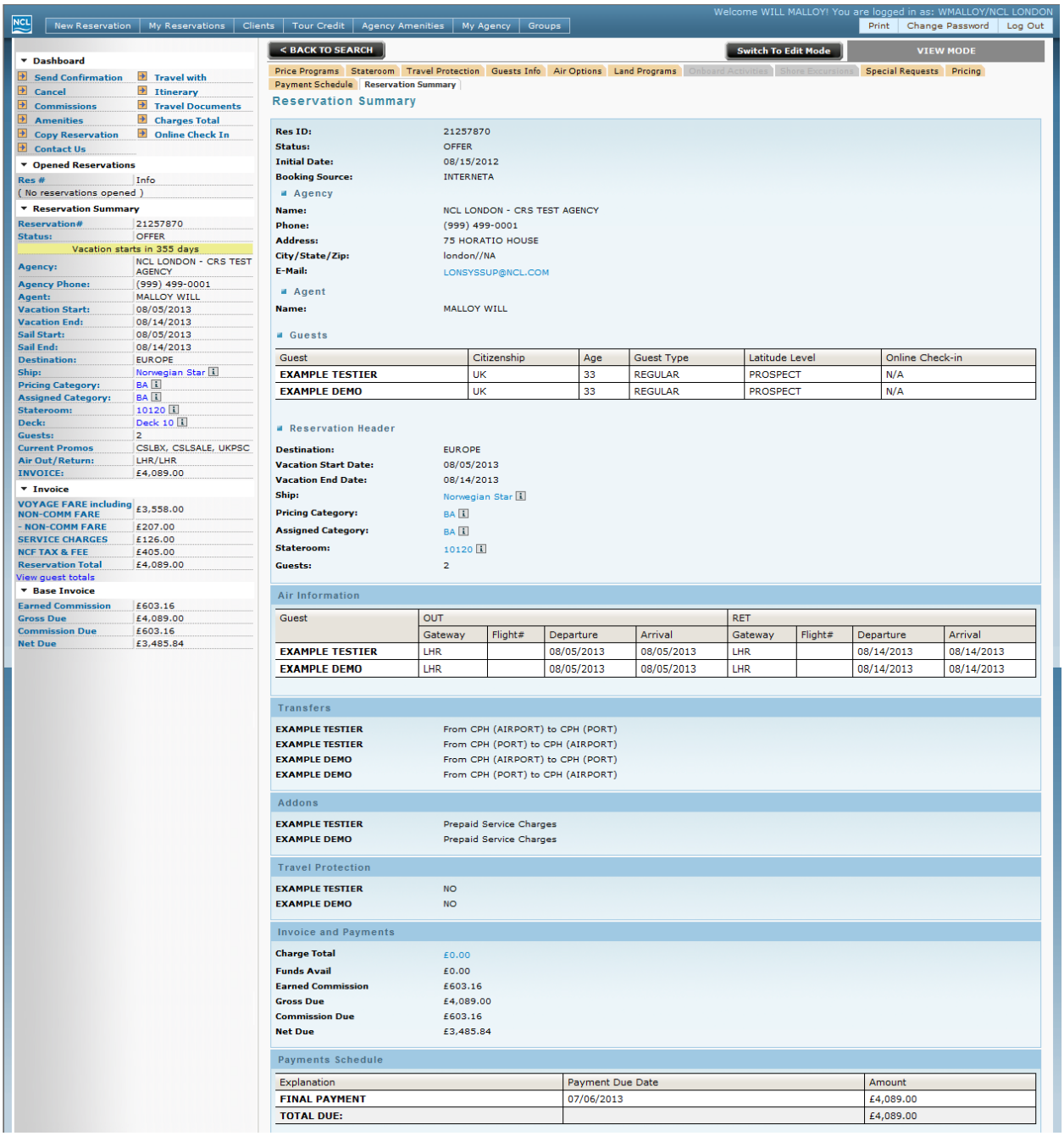
If you do not wish to pay the balance due by credit card at this stage,
Click '**Commit Booking**' (no payment) to proceed.

By clicking the **'Commit Booking'** button you are accepting Norwegian Cruise Line booking conditions which will apply immediately.

Subsequent cancellation of the booking will incur cancellation charges in accordance with Norwegian Cruise Line's Booking Conditions.

Reservation Summary

The '**Summary'** screen will give an overview of all the components of the reservation.



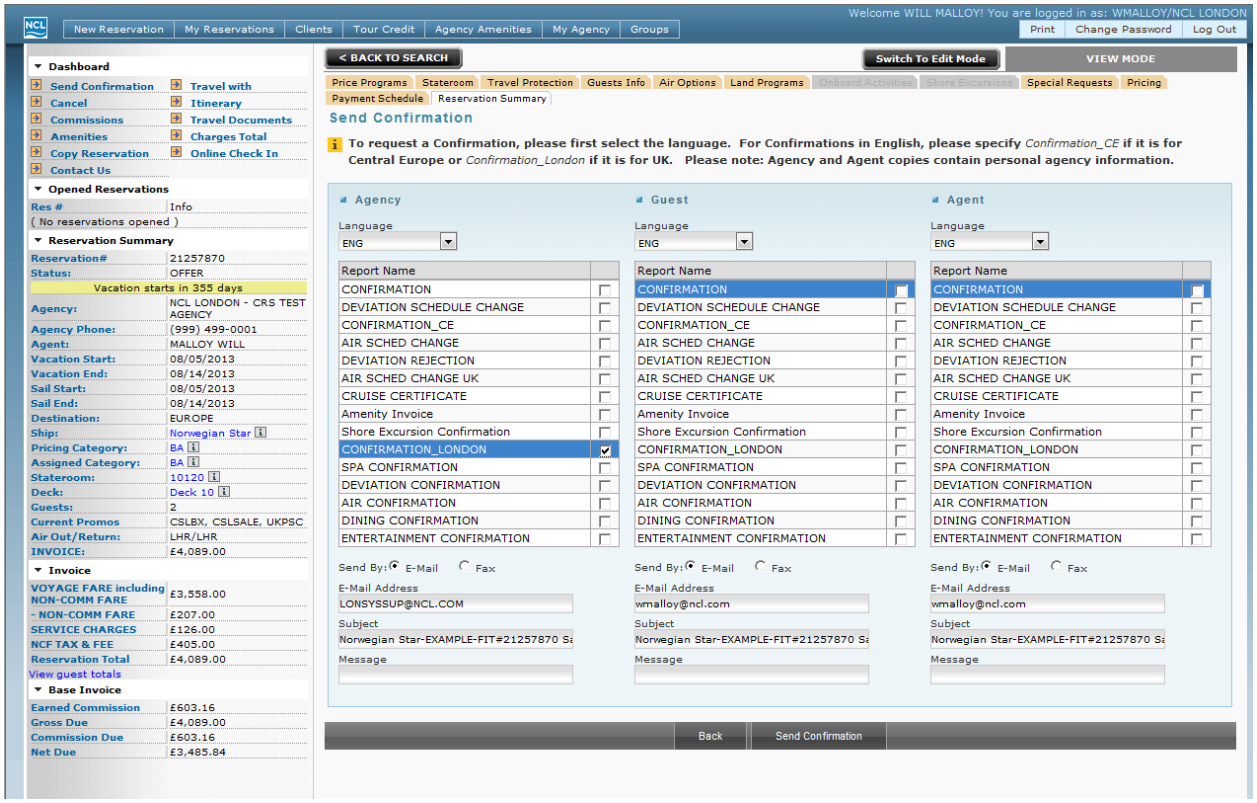
Requesting a Reservation Confirmation

To send a confirmation, click on

in the reservations '**Dashboard'**.

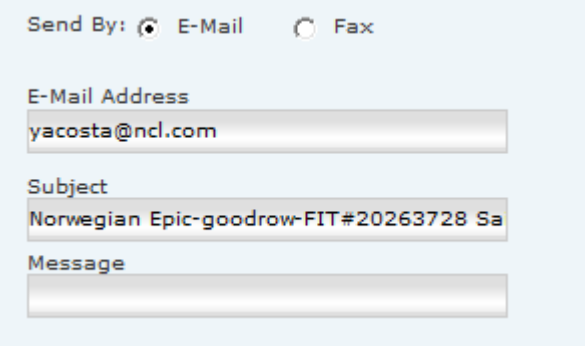
The '**Send Confirmation'** screen will appear.
There are 3 options for sending confirmations:

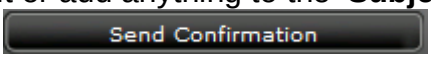
- **'Agency'** – Requesting an agency copy will send the confirmation to the fax or email address defaulted on the agency profile.
- **'Guest'** - The guest copy **DOES NOT** include the NCF's or the travel agent's commission.
- **'Agent'** - Requesting an agent copy allows you to send the confirmation to an alternative fax or email address of your choice



To send a confirmation, first select 'ENG' from the '**Language'** drop down.

1. **'Confirmation'** will be pre-selected in **each** '**Report Name'** column. Please deselect this default confirmation and select 'Confirmation_London in **one column only** instead.



1. **DO NOT** edit or add anything to the '**Subject'** or '**Message'** fields.
2. Click on the  button.

Reservation Status

The following is a list of the different reservation status:

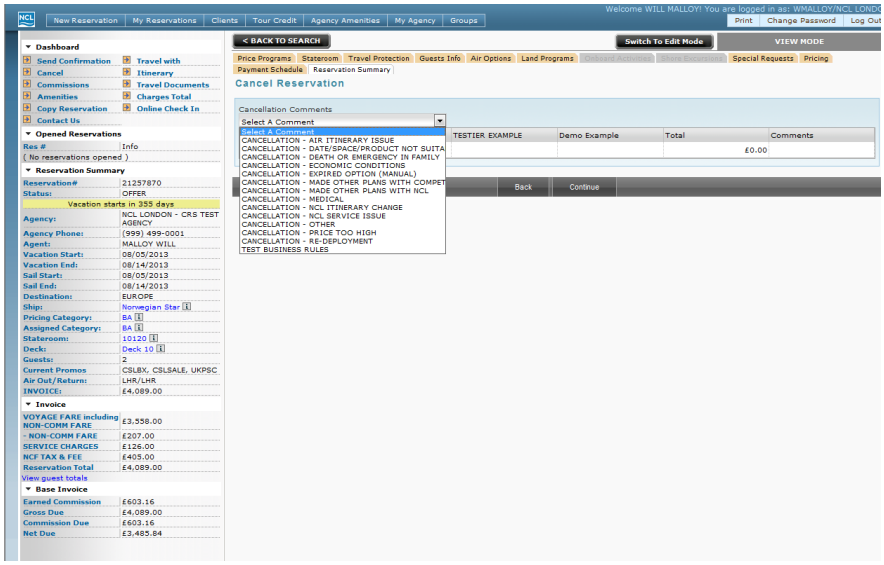
OFFER (OF)	**'Booked Status'** – the reservation is booked and it has been stored in the system. There is no payment on the reservation.
BOOKED (BK)	**'Booked Status'** – the reservation is in booked status, it has been stored in the system and payment has been applied to the reservation.
CANCELLED (CX)	**'Cancelled Status'** – the reservation is in cancelled status. The reservation has been cancelled.

Cancel Reservation

To cancel a reservation please select the '**Cancel Reservation**' option on the dashboard. The '**Cancel Reservation Summary**' page will be displayed. Any applicable cancellation charges will be shown. Please review the charges prior to cancelling the reservation.

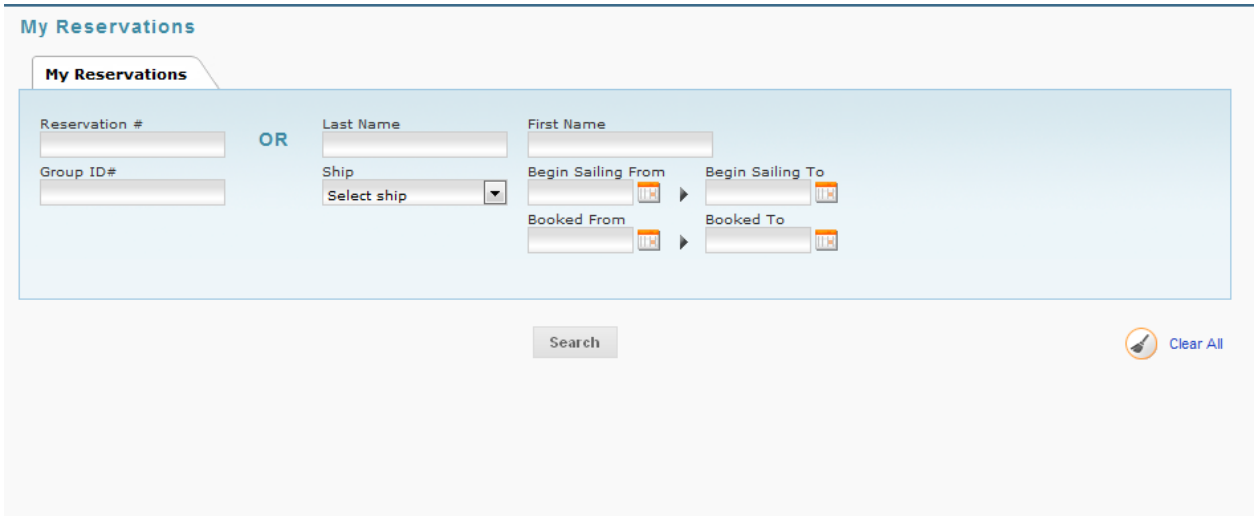
Cancellation of the reservation will incur cancellation charges in accordance with Norwegian Cruise Line's Booking conditions.

Please select a cancellation reason from the dropdown menu and click on 'Continue' to confirm the cancellation. If you do not wish to cancel the reservation at this point, click the 'Back' button.



My Reservations – Existing Reservations

The '**My Reservations**' screen allows you to retrieve a list of your existing reservations:



There are two ways to search for a reservation:
- By '**Reservation Number'** or '**Group ID'**
- By '**Record**'

To search by confirmation number, type the '**Reservation Number'** in the box and click the button. This is the narrowest search.

To search by record, enter your search criteria in at least three of the available fields
Last Name
First Name
Sail Date Range
Ship
Booked From/To Date Range

Enter additional information to refine the search.
Results are security-level dependent. If you have supervisor access, all results for your agency will be returned.

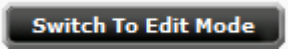
To review a reservation click on the '**Reservation Number'**.
You will be taken to the '**Reservation**' screen. From there you may make certain modifications* or cancel the reservation.

***Modifications permitted are change stateroom, category, add shore excursions, pre-book entertainment, pre-book dining, purchase amenities, apply payment and add special requests.**

All applicable charges will be applied according to Norwegian Cruise Line Booking Conditions.

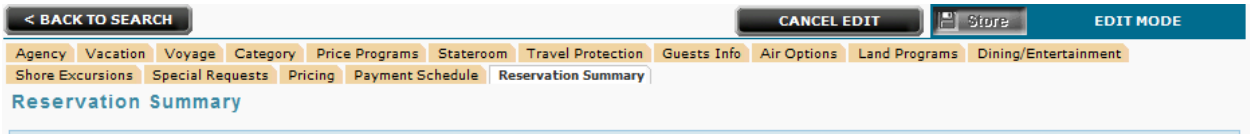
For all other modifications, please call 0845 201 8907

Modify An Existing Reservation

Click on 

to update the reservation.

Use the top navigation bar to navigate to the applicable page.
Screens that are not available for modification will be shaded.



For example, if you would like to add a special request, click the '**Special Request'** link.

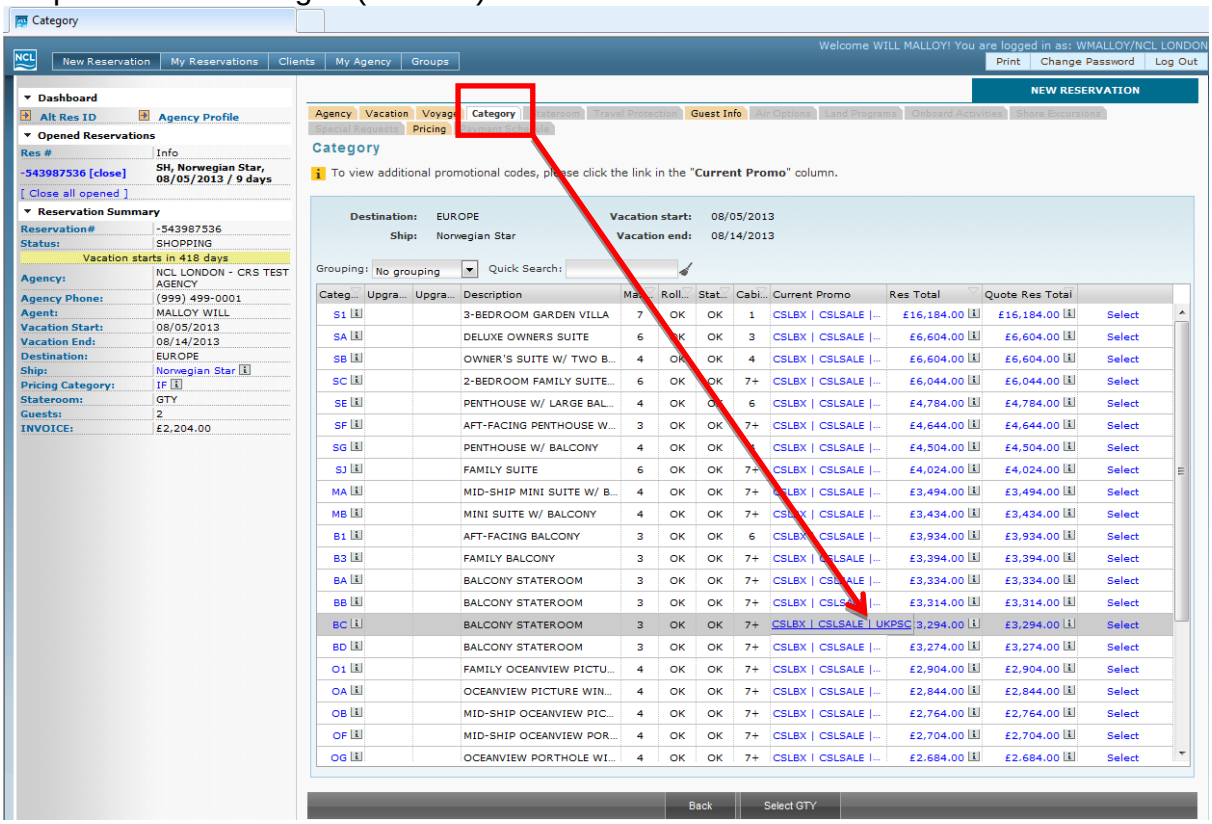
Please be aware that charges may be assessed for certain changes.
N.B. Norwegian Cruise Line charges fees for certain changes made within a cancellation fee period. If any charges or fees have been assessed on the reservation, they will be indicated on the reservations summary and dashboard invoice displays.

Cancellation charges for air, land and other add-ons may apply even if the reservation is not cancelled in full. Please contact our Reservations Team for details.

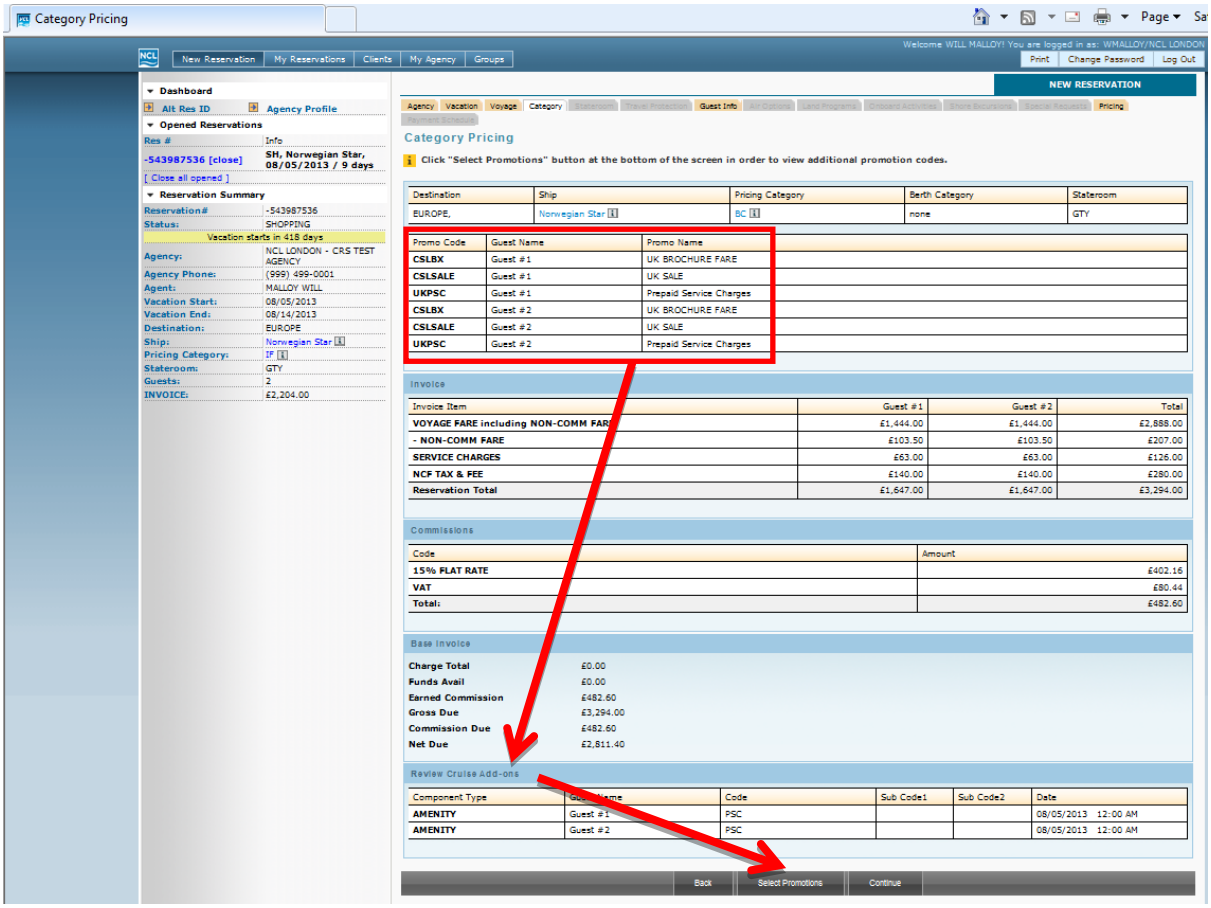
Any changes you make will automatically be applied to the reservation. Do not modify any item unless you are certain you want to make the change.

Adding/Removing the Prepaid Service Charges in 3 simple steps For New Bookings / Quotations:

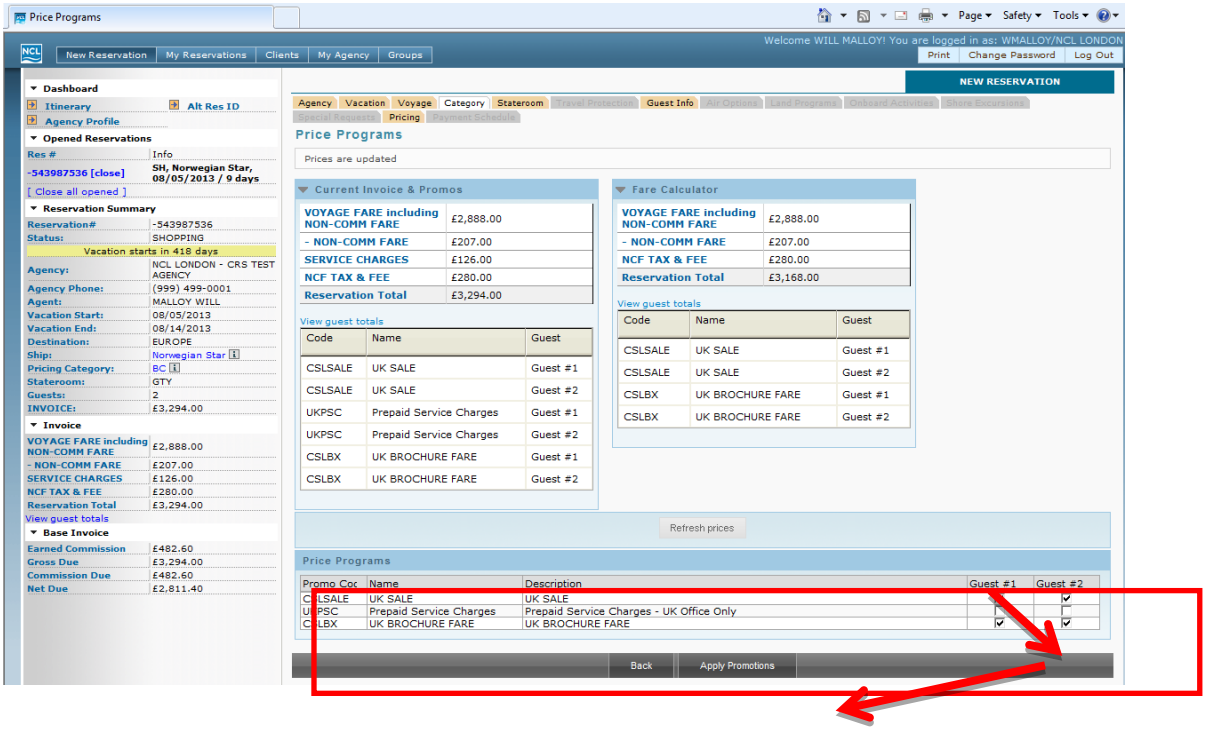
1. Work your way through the booking process, selecting your sail date until you reach the Category Tab.
   Then click on the 'Current Promo' for the grade of cabin desired.
   This will take you to the page where you can add or remove the Prepaid service charges (UKPSC).


Category
New Reservation
My Reservations
Clients
My Agency
Groups
Welcome WILL MALLOY! You are logged in as: WMALLOY/NCL LONDON
Print
Change Password
Log Out
NEW RESERVATION
Dashboard
Alt Res ID
Agency Profile
Opened Reservations
Res #
Info
-543987536 [close]
SH, Norwegian Star, 08/05/2013 / 9 days
[Close all opened]
Reservation Summary
Reservation#
-543987536
Status:
SHOPPING
Vacation starts in 418 days
Agency:
NCL LONDON - CRS TEST AGENCY
Agency Phone:
(999) 499-0001
Agent:
MALLOY WILL
Vacation Start:
08/05/2013
Vacation End:
08/14/2013
Destination:
EUROPE
Ship:
Norwegian Star
Pricing Category:
IF
Stateroom:
GTY
Guests:
2
INVOICE:
£2,204.00
Agency
Vacation
Voyage
Category
Stateroom
Travel Protection
Guest Info
Air Options
Land Programs
Onboard Activities
Shore Excursions
Special Requests
Pricing
Category
To view additional promotional codes, please click the link in the "Current Promo" column.
Destination: EUROPE
Ship: Norwegian Star
Vacation start: 08/05/2013
Vacation end: 08/14/2013
Grouping: No grouping
Quick Search:
Categ...
Upgra...
Upgra...
Description
Ma...
Roll...
Stat...
Cabi...
Current Promo
Res Total
Quote Res Total
S1 3-BEDROOM GARDEN VILLA 7 OK OK 1 CSLBX | CSLSALE |... £16,184.00 £16,184.00 Select
SA DELUXE OWNERS SUITE 6 OK OK 3 CSLBX | CSLSALE |... £6,604.00 £6,604.00 Select
SB OWNER'S SUITE W/ TWO B... 4 OK OK 4 CSLBX | CSLSALE |... £6,604.00 £6,604.00 Select
SC 2-BEDROOM FAMILY SUITE... 6 OK OK 7+ CSLBX | CSLSALE |... £6,044.00 £6,044.00 Select
SE PENTHOUSE W/ LARGE BAL... 4 OK OK 6 CSLBX | CSLSALE |... £4,784.00 £4,784.00 Select
SF AFT-FACING PENTHOUSE W... 3 OK OK 7+ CSLBX | CSLSALE |... £4,644.00 £4,644.00 Select
SG PENTHOUSE W/ BALCONY 4 OK OK 7+ CSLBX | CSLSALE |... £4,504.00 £4,504.00 Select
SJ FAMILY SUITE 6 OK OK 7+ CSLBX | CSLSALE |... £4,024.00 £4,024.00 Select
MA MID-SHIP MINI SUITE W/ B... 4 OK OK 7+ CSLBX | CSLSALE |... £3,494.00 £3,494.00 Select
MB MINI SUITE W/ BALCONY 4 OK OK 7+ CSLBX | CSLSALE |... £3,434.00 £3,434.00 Select
B1 AFT-FACING BALCONY 3 OK OK 6 CSLBX | CSLSALE |... £3,934.00 £3,934.00 Select
B3 FAMILY BALCONY 3 OK OK 7+ CSLBX | CSLSALE |... £3,394.00 £3,394.00 Select
BA BALCONY STATEROOM 3 OK OK 7+ CSLBX | CSLSALE |... £3,334.00 £3,334.00 Select
BB BALCONY STATEROOM 3 OK OK 7+ CSLBX | CSLSALE |... £3,314.00 £3,314.00 Select
BC BALCONY STATEROOM 3 OK OK 7+ CSLBX | CSLSALE | UKPSC 3,294.00 £3,294.00 Select
BD BALCONY STATEROOM 3 OK OK 7+ CSLBX | CSLSALE |... £3,274.00 £3,274.00 Select
O1 FAMILY OCEANVIEW PICTU... 4 OK OK 7+ CSLBX | CSLSALE |... £2,904.00 £2,904.00 Select
OA OCEANVIEW PICTURE WIN... 4 OK OK 7+ CSLBX | CSLSALE |... £2,844.00 £2,844.00 Select
OB MID-SHIP OCEANVIEW PIC... 4 OK OK 7+ CSLBX | CSLSALE |... £2,764.00 £2,764.00 Select
OF MID-SHIP OCEANVIEW POR... 4 OK OK 7+ CSLBX | CSLSALE |... £2,704.00 £2,704.00 Select
OG OCEANVIEW PORTHOLE WI... 4 OK OK 7+ CSLBX | CSLSALE |... £2,684.00 £2,684.00 Select
Back
Select GTY

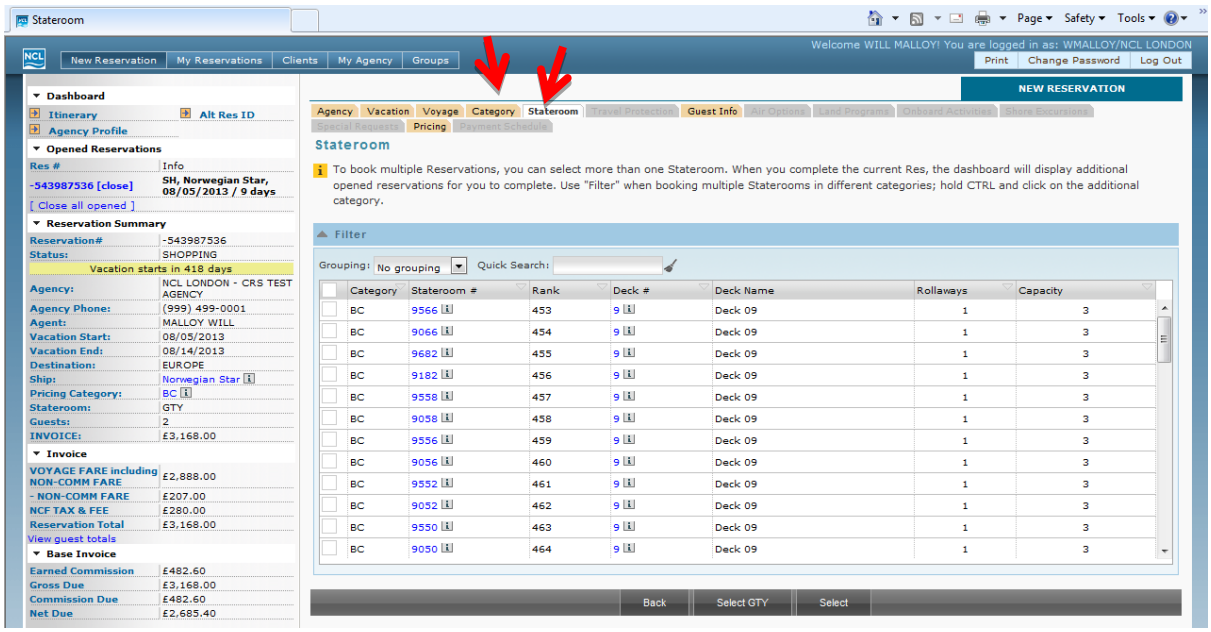
2. The next page you view will show the current promotions applied to the pricing for that grade of cabin selected. This will include the Prepaid Service Charges and any On Board Credit. These will be listed at the top and bottom of the screen.
   To amend a promotion code such as Prepaid Service Charges, scroll down and click 'Select promotions'.



3. Tick or Un-Tick the applicable box for the promotion desired and click on ‘Refresh Prices’ to view the updated pricing in the fare calculator above (this step can be skipped if you are ready to go ahead)
Click on the ‘Apply Promotions’ button to amend the costing.

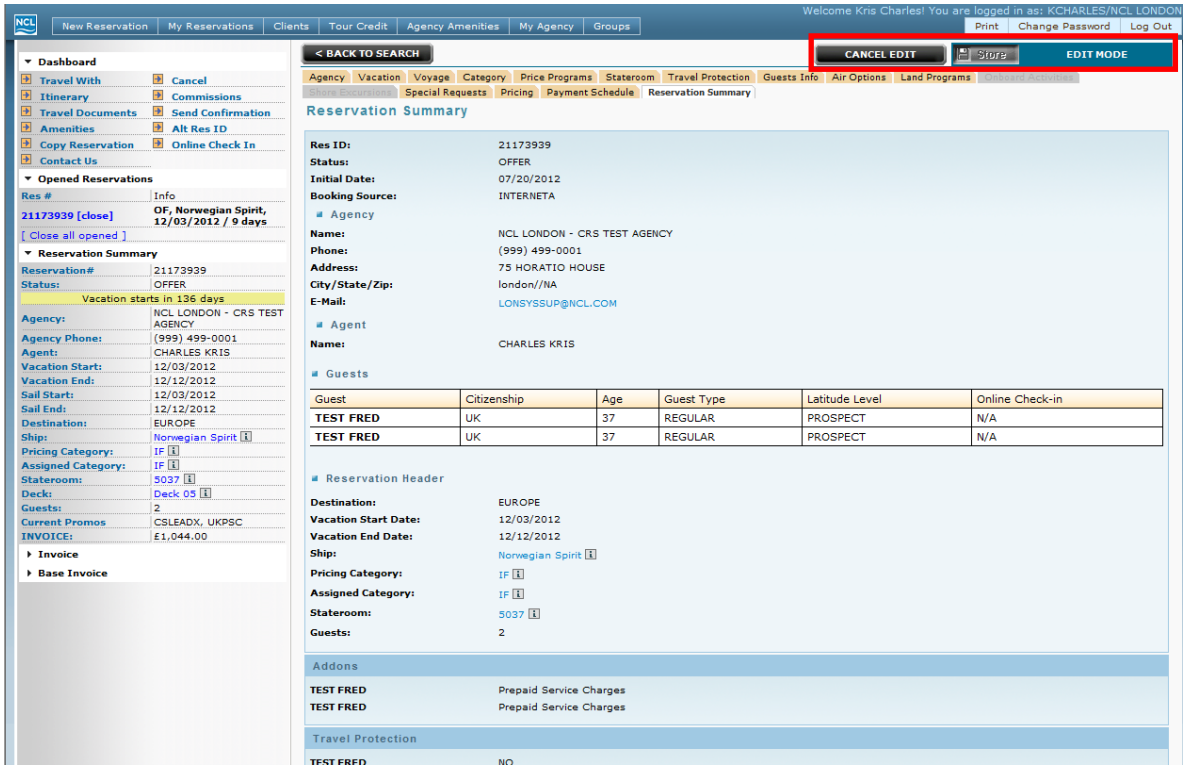


You will then be taken to the stateroom selection page for the grade of cabin selected and the promotion code will be added. You can then continue your reservation from where you left off.

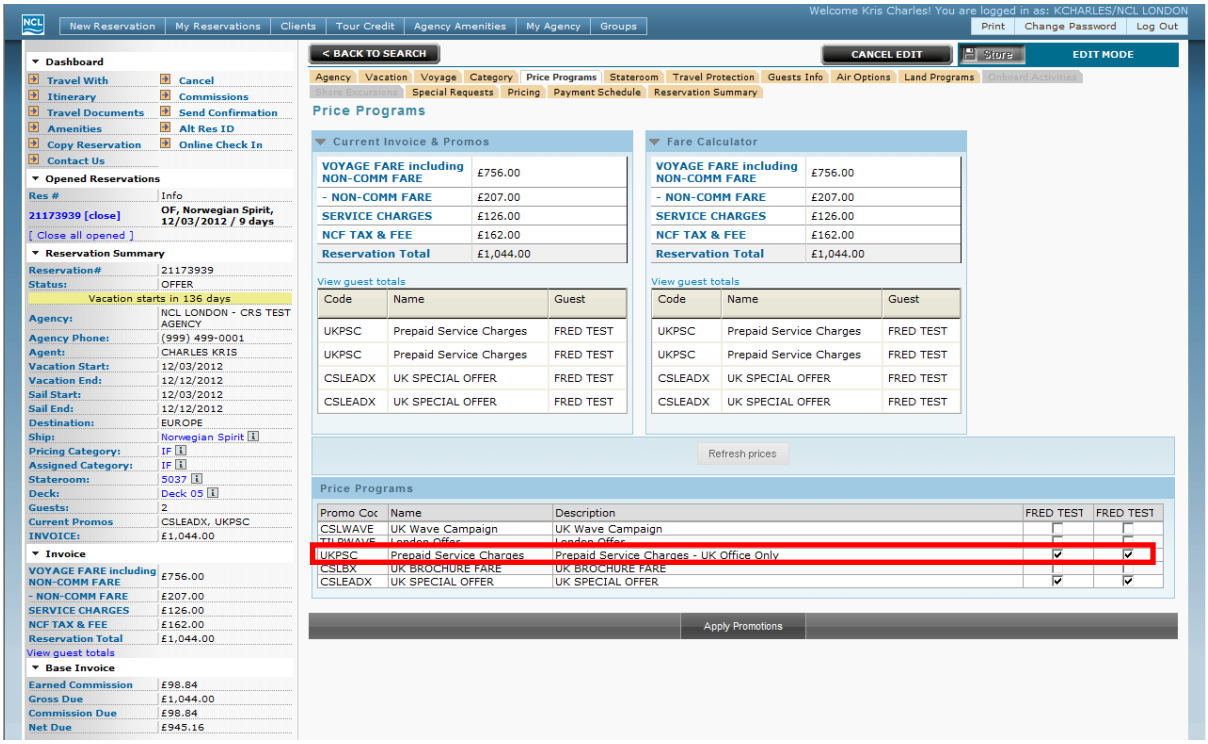


Adding/Removing The Prepaid Service Charges in 4 Simple Steps For Existing Bookings via My Reservations:

1. Retrieve the booking from the ‘My Reservations’ section. Once retrieved, switch the booking into edit mode by pressing the button ‘Edit Mode’.



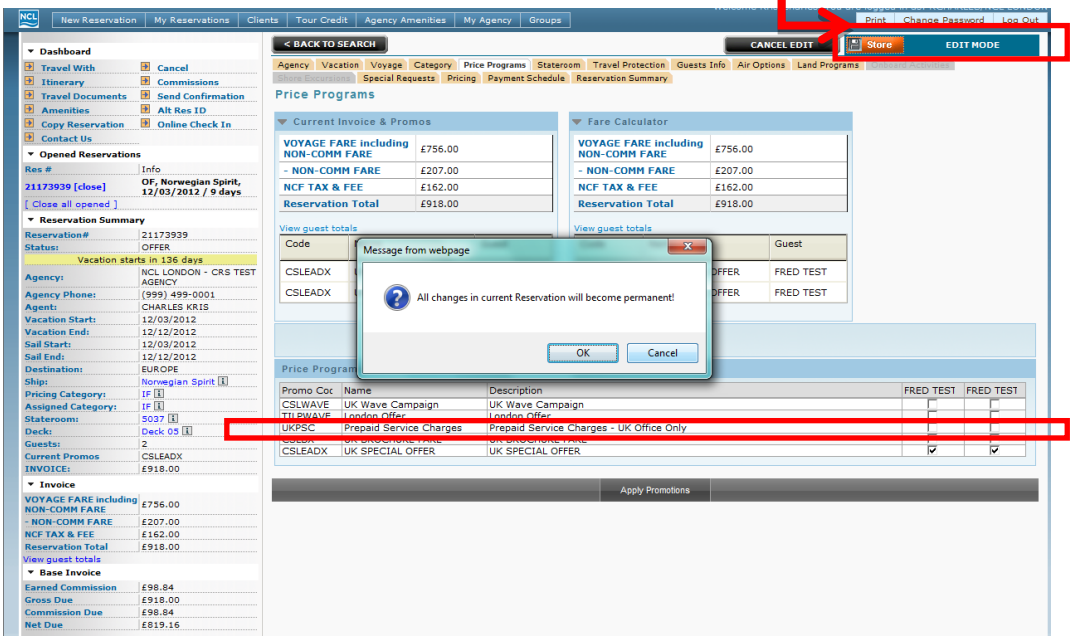
2. Click the ‘Price Programs Tab’, while in Edit Mode you can apply alternative price promo codes listed, including ‘**Prepaid Service Charges’** by clicking on ‘Select promotions’.



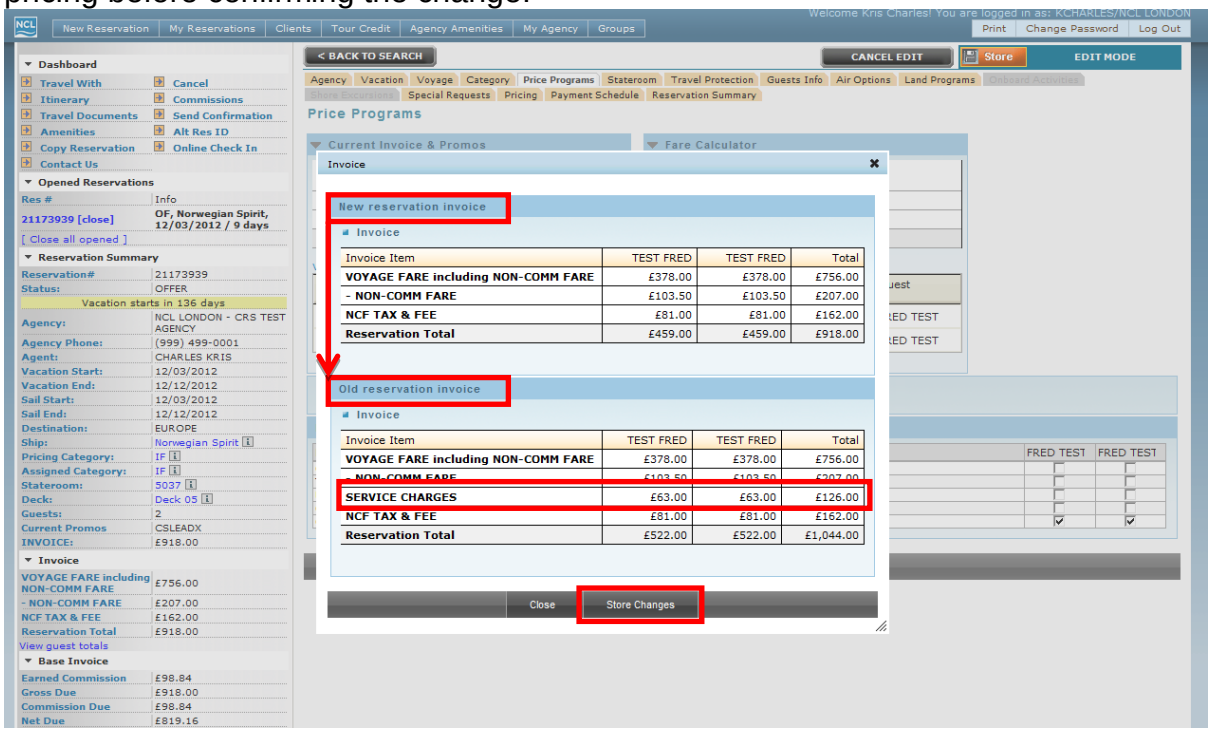
3. Tick or Un-Tick the applicable box for the promotion desired and click on ‘Refresh Prices’ to view the updated pricing in the fare calculator above (this step can be skipped if you are ready to go ahead)

   Click on the ‘Apply Promotions’ button to amend the costing.

4. To confirm, click on the ‘Store’ button. This will give you a warning advising you are about to confirm a change.



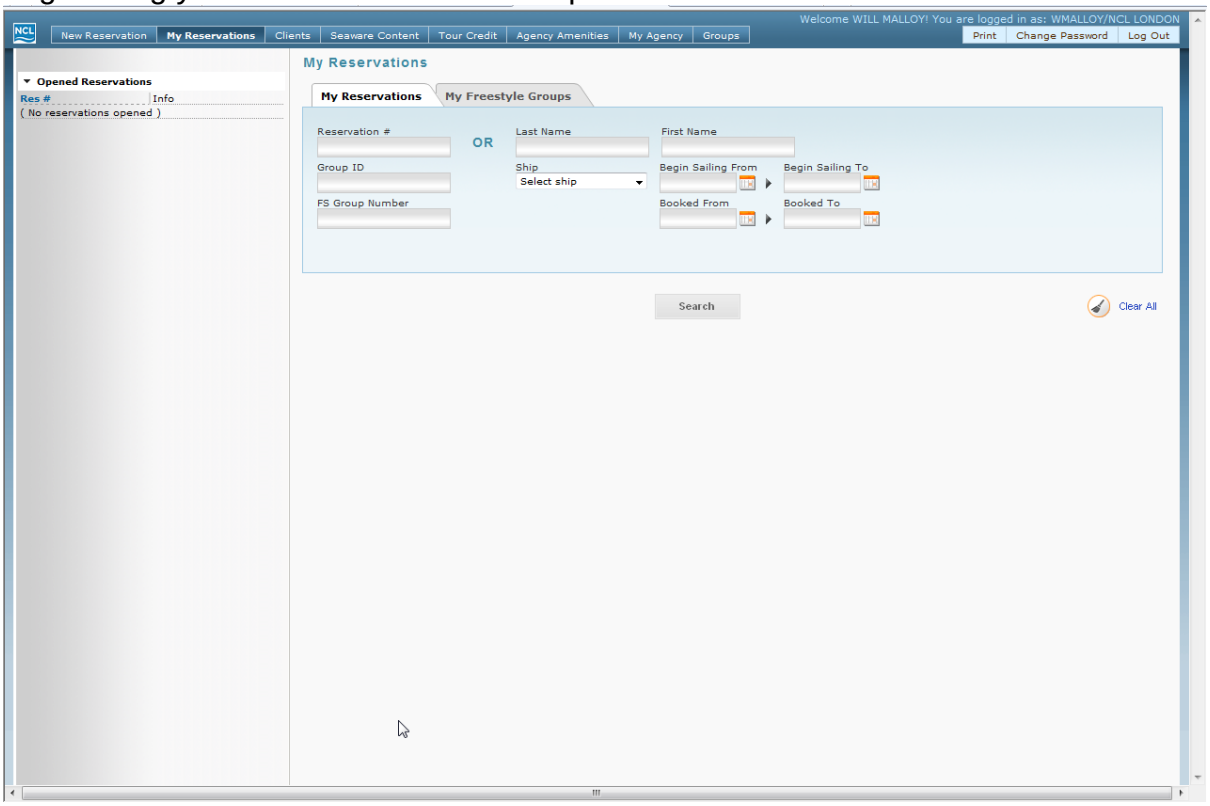
Once you OK these changes a final warning will show you the Old and New pricing before confirming the change.



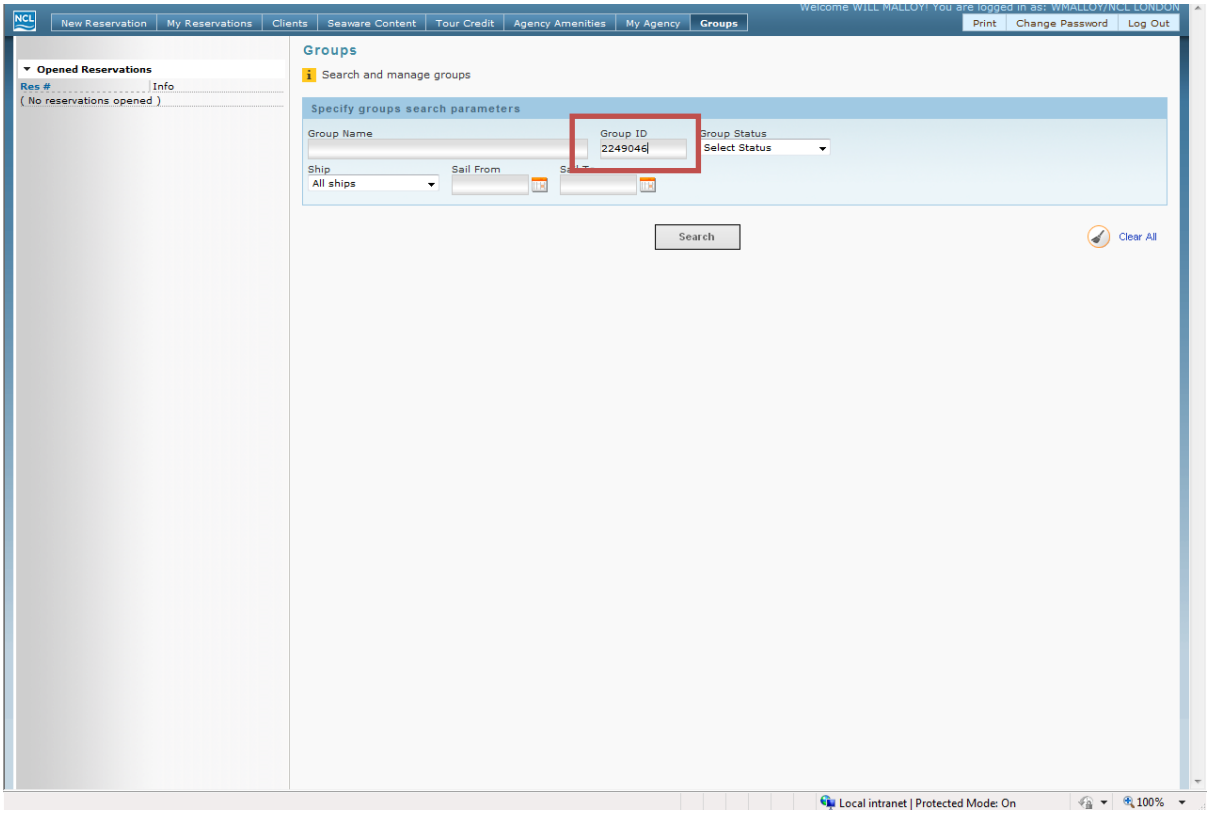
Click on store changes to confirm.

Booking into a group allotment

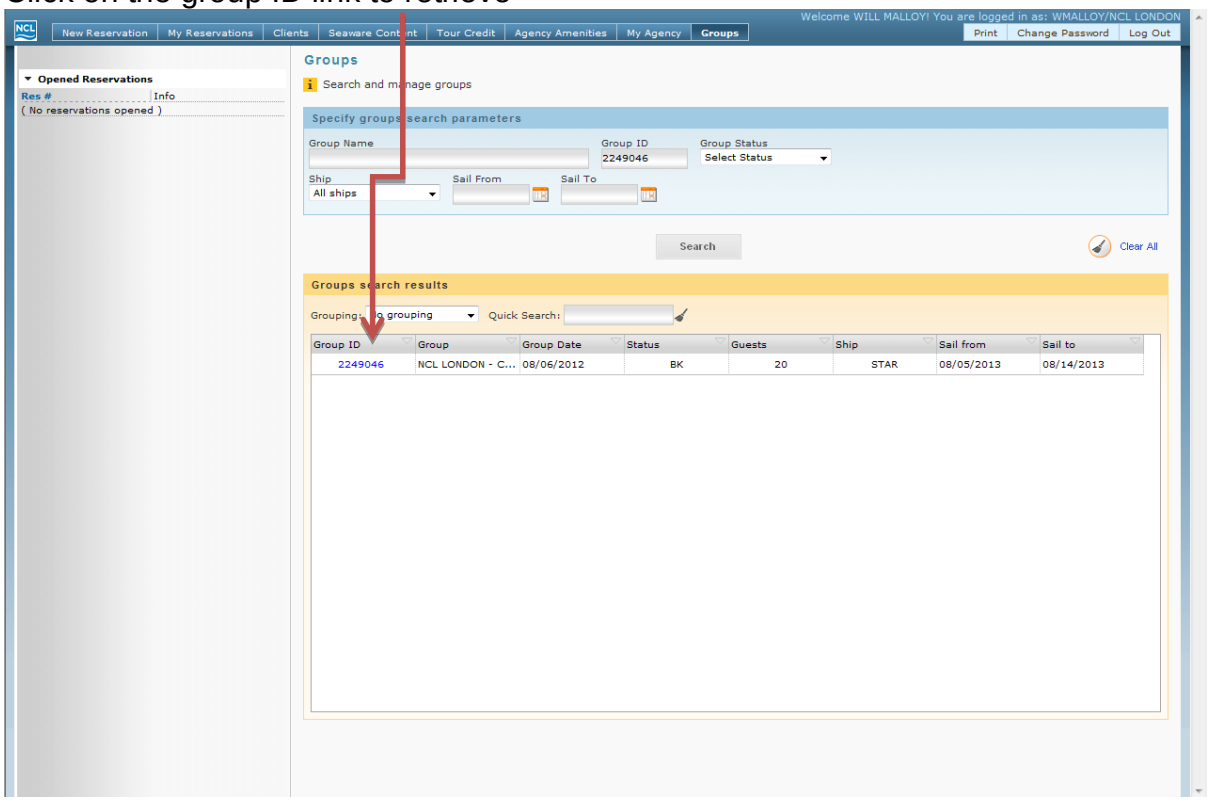
Login using your current username and password



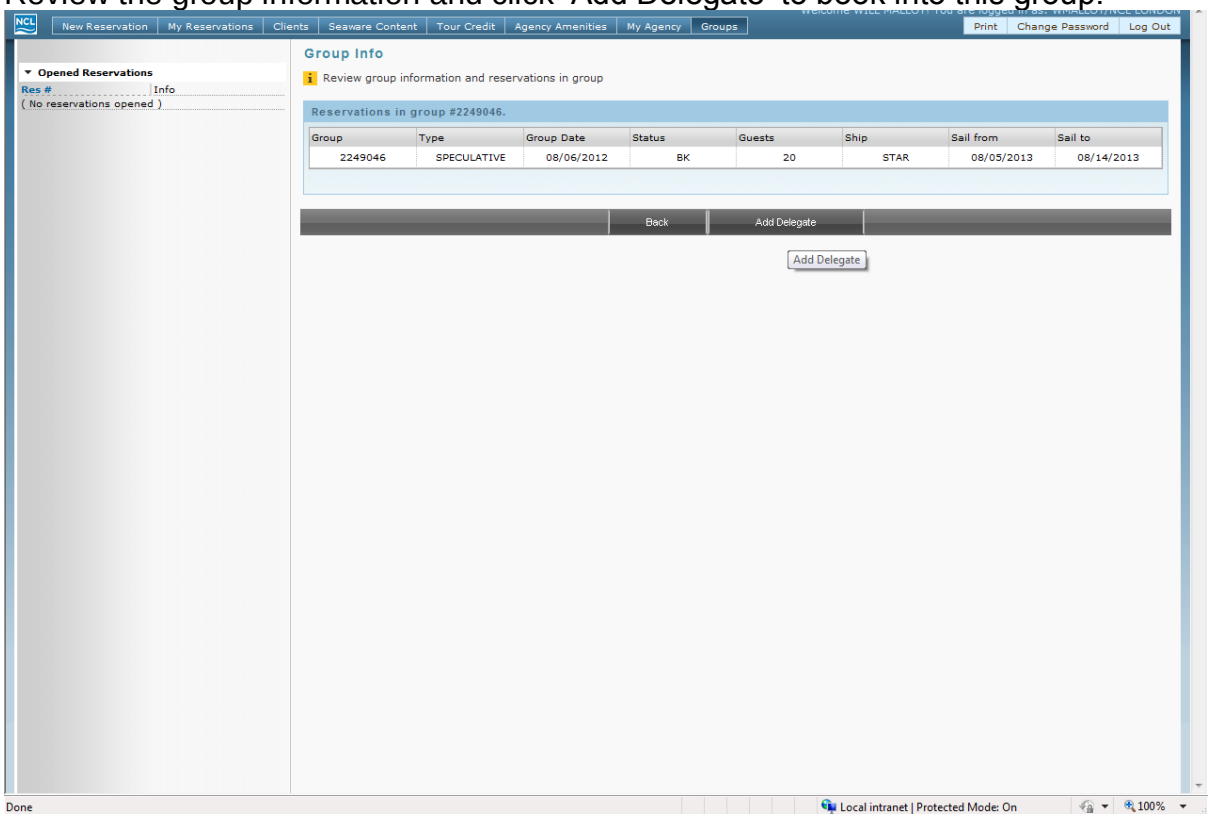
Click the ‘Groups’ tab and search for your existing group via the Group ID number



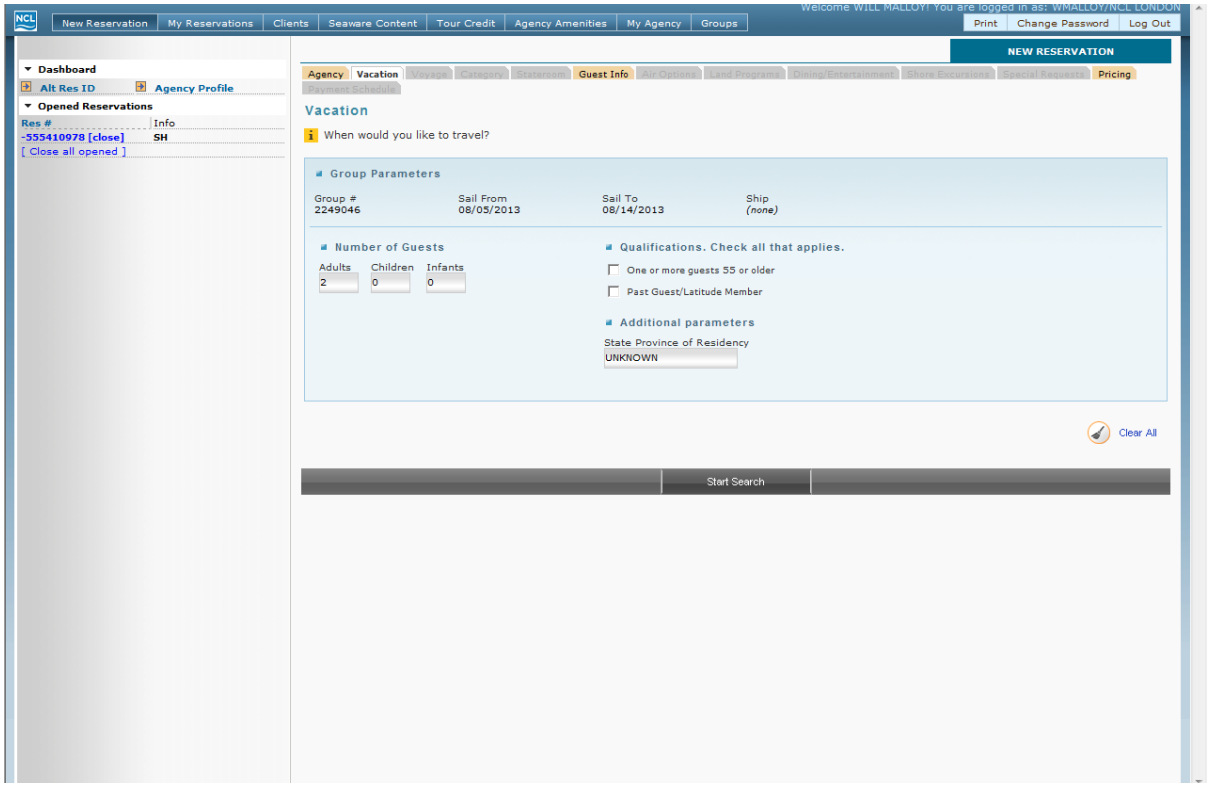
Click on the group ID link to retrieve



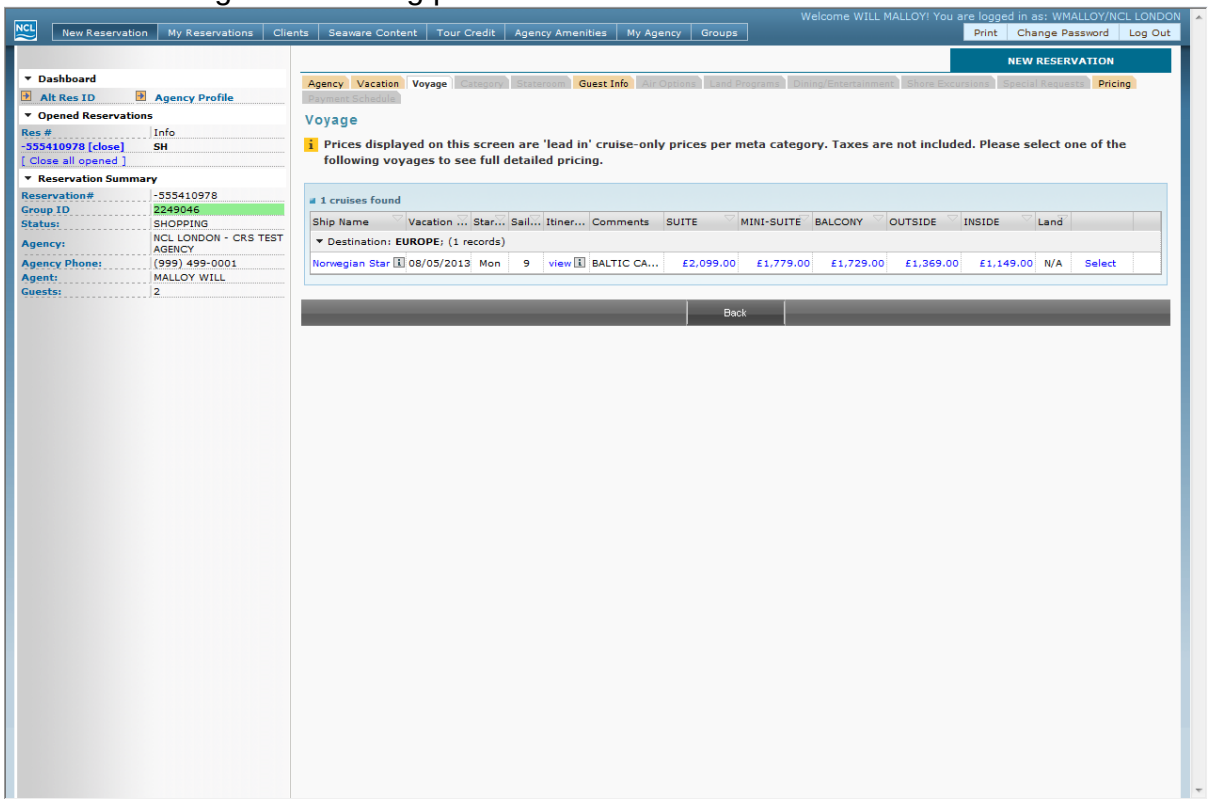
Review the group information and click ‘Add Delegate’ to book into this group.



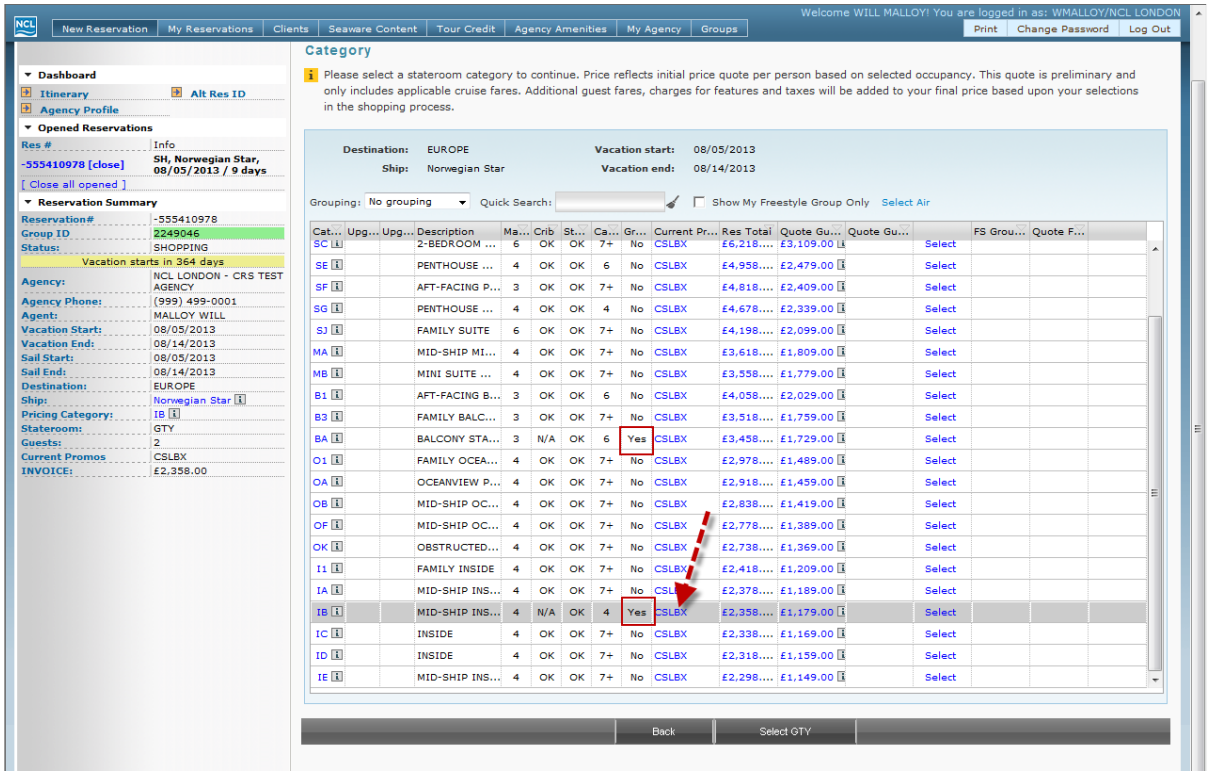
A new reservation will be created in shopping status and will retain all the cruise information linked to the group set up regarding date and ship.



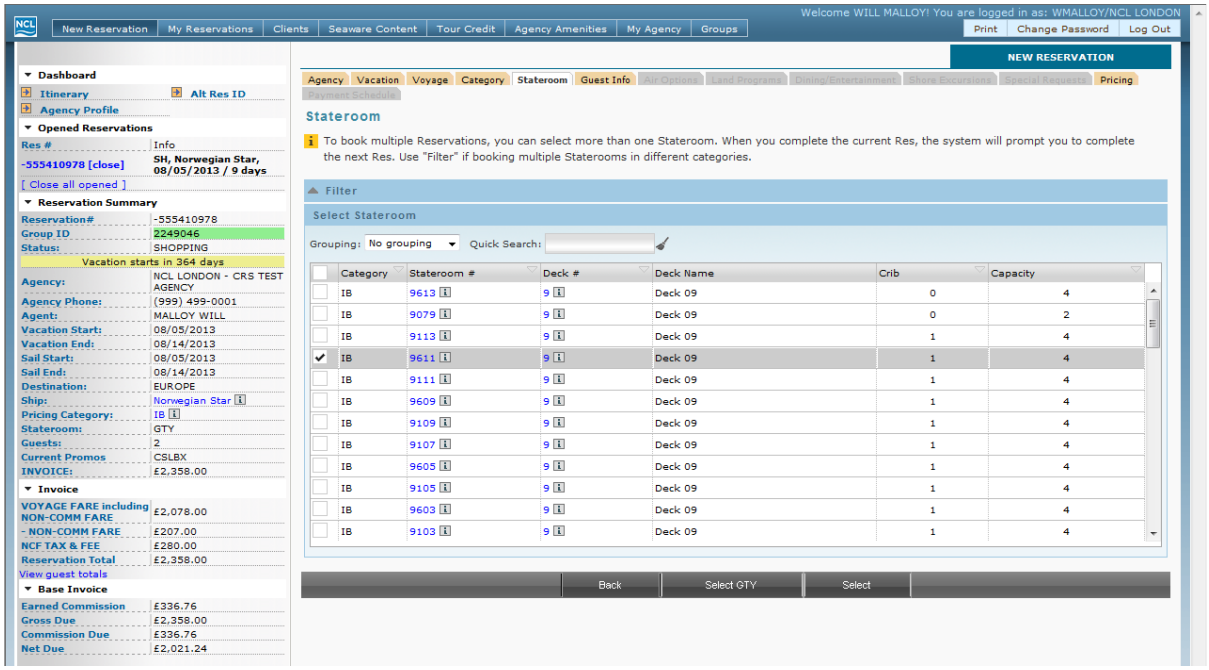
Continue through the booking process.



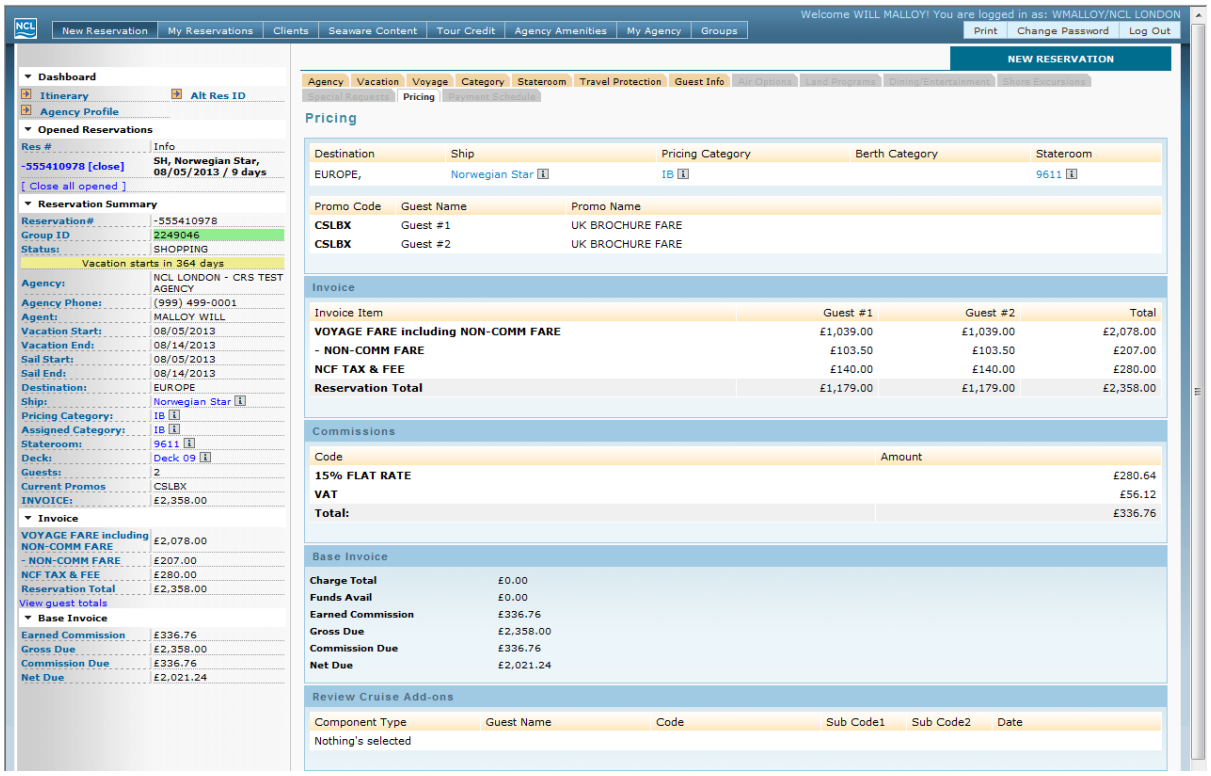
On the category tab, only those cabin grades agreed for the group will show as ‘YES’.


New Reservation
My Reservations
Clients
Seaware Content
Tour Credit
Agency Amenities
My Agency
Groups
Print
Change Password
Log Out
Category
Please select a stateroom category to continue. Price reflects initial price quote per person based on selected occupancy. This quote is preliminary and only includes applicable cruise fares. Additional guest fares, charges for features and taxes will be added to your final price based upon your selections in the shopping process.
Destination: EUROPE
Ship: Norwegian Star
Vacation start: 08/05/2013
Vacation end: 08/14/2013
Back
Select GTY

Select the grade of cabin you wish to book into

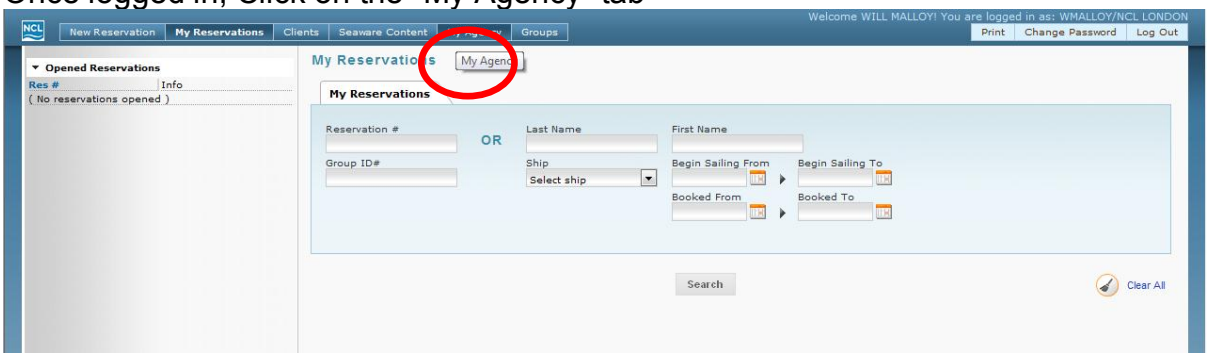


Select the cabin number and continue through the booking process.

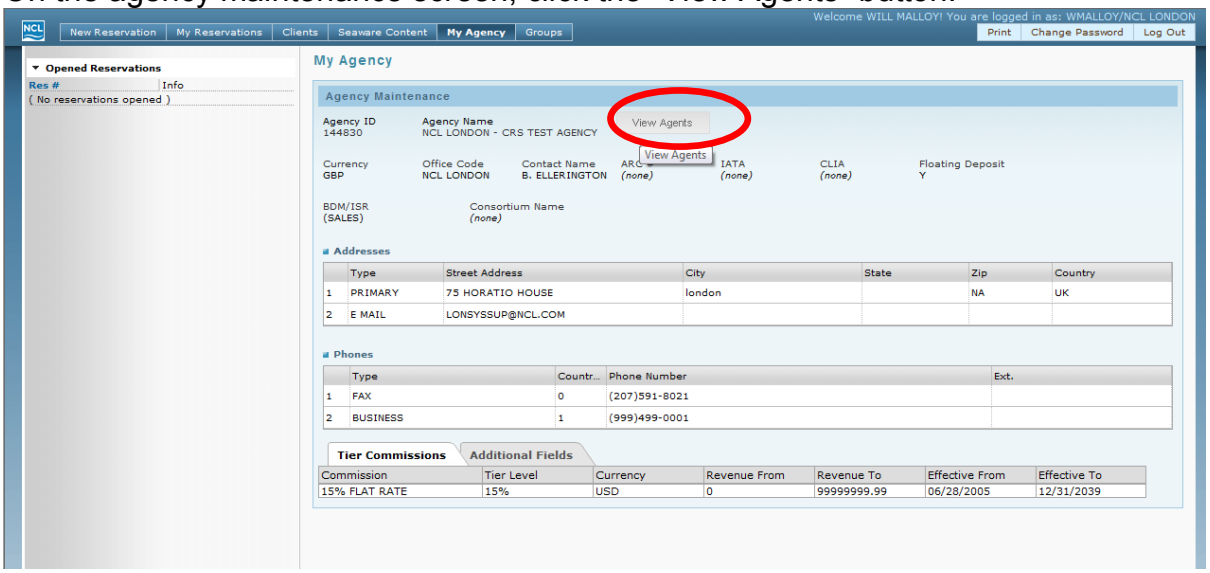

Welcome WILL MALLOY! You are logged in as: WMALLOY/NCL LONDON
New Reservation
My Reservations
Clients
Seaware Content
Tour Credit
Agency Amenities
My Agency
Groups
Print
Change Password
Log Out
NEW RESERVATION
Dashboard
Itinerary
Alt Res ID
Agency Profile
Opened Reservations
Res #
Info
-555410978 [close]
SH, Norwegian Star, 08/05/2013 / 9 days
[Close all opened]
Reservation Summary
Reservation#
-555410978
Group ID
2249046
Status:
SHOPPING
Vacation starts in 364 days
Agency:
NCL LONDON - CRS TEST AGENCY
Agency Phone:
(999) 499-0001
Agent:
MALLOY WILL
Vacation Start:
08/05/2013
Vacation End:
08/14/2013
Sail Start:
08/05/2013
Sail End:
08/14/2013
Destination:
EUROPE
Ship:
Norwegian Star
Pricing Category:
IB
Assigned Category:
IB
Stateroom:
9611
Deck:
Deck 09
Guests:
2
Current Promos
CSLBX
INVOICE:
£2,358.00
Invoice
VOYAGE FARE including NON-COMM FARE
£2,078.00
- NON-COMM FARE
£207.00
NCF TAX & FEE
£280.00
Reservation Total
£2,358.00
View guest totals
Base Invoice
Earned Commission
£336.76
Gross Due
£2,358.00
Commission Due
£336.76
Net Due
£2,021.24
Agency
Vacation
Voyage
Category
Stateroom
Travel Protection
Guest Info
Air Options
Land Programs
Dining/Entertainment
Shore Excursions
Special Requests
Pricing
Payment Schedule
Pricing
Destination
Ship
Pricing Category
Berth Category
Stateroom
EUROPE,
Norwegian Star
IB
9611
Promo Code
Guest Name
Promo Name
CSLBX
Guest #1
UK BROCHURE FARE
CSLBX
Guest #2
UK BROCHURE FARE
Invoice
Invoice Item
Guest #1
Guest #2
Total
VOYAGE FARE including NON-COMM FARE
£1,039.00
£1,039.00
£2,078.00
- NON-COMM FARE
£103.50
£103.50
£207.00
NCF TAX & FEE
£140.00
£140.00
£280.00
Reservation Total
£1,179.00
£1,179.00
£2,358.00
Commissions
Code
Amount
15% FLAT RATE
£280.64
VAT
£56.12
Total:
£336.76
Base Invoice
Charge Total
£0.00
Funds Avail
£0.00
Earned Commission
£336.76
Gross Due
£2,358.00
Commission Due
£336.76
Net Due
£2,021.24
Review Cruise Add-ons
Component Type
Guest Name
Code
Sub Code1
Sub Code2
Date
Nothing's selected

Agent Admin

In order to view existing Agents, Web Login Names, manage passwords and create new logins, please follow the steps outlined in the screenshots below.
Once logged in, Click on the “My Agency” tab



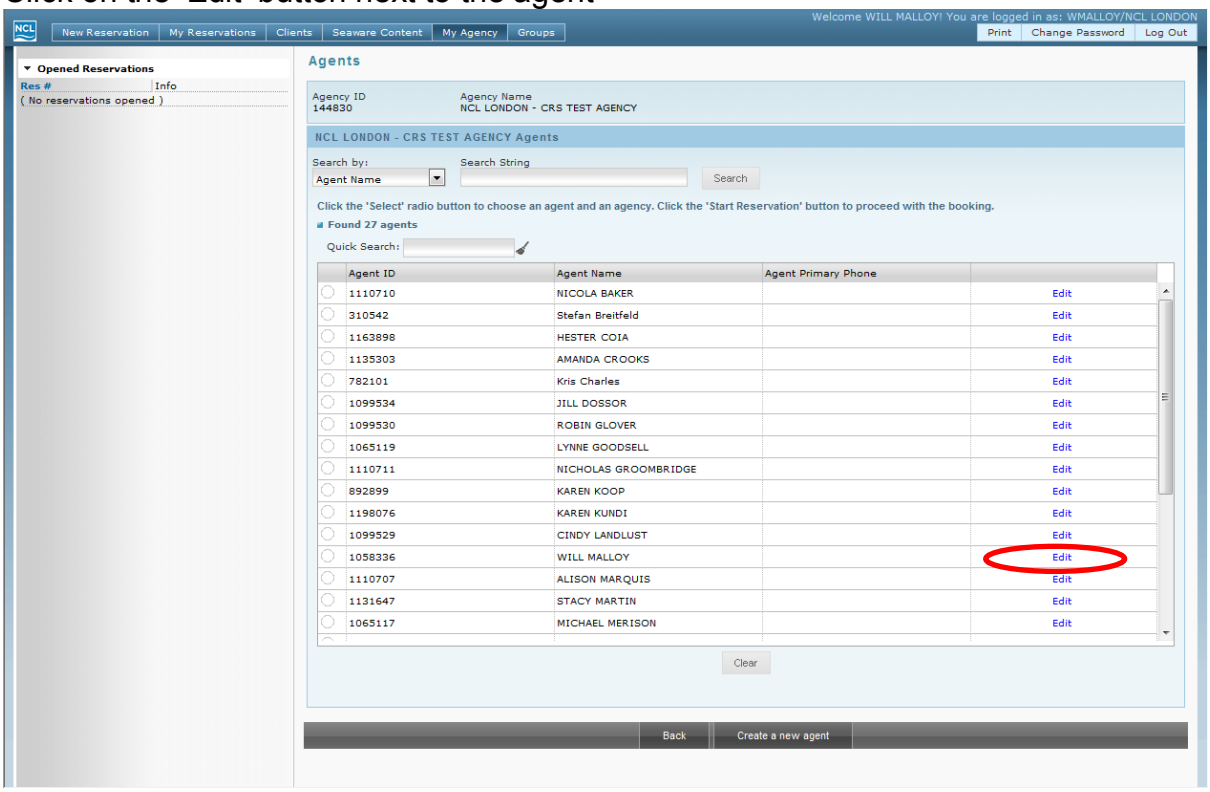
On the agency maintenance screen, click the “View Agents” button.



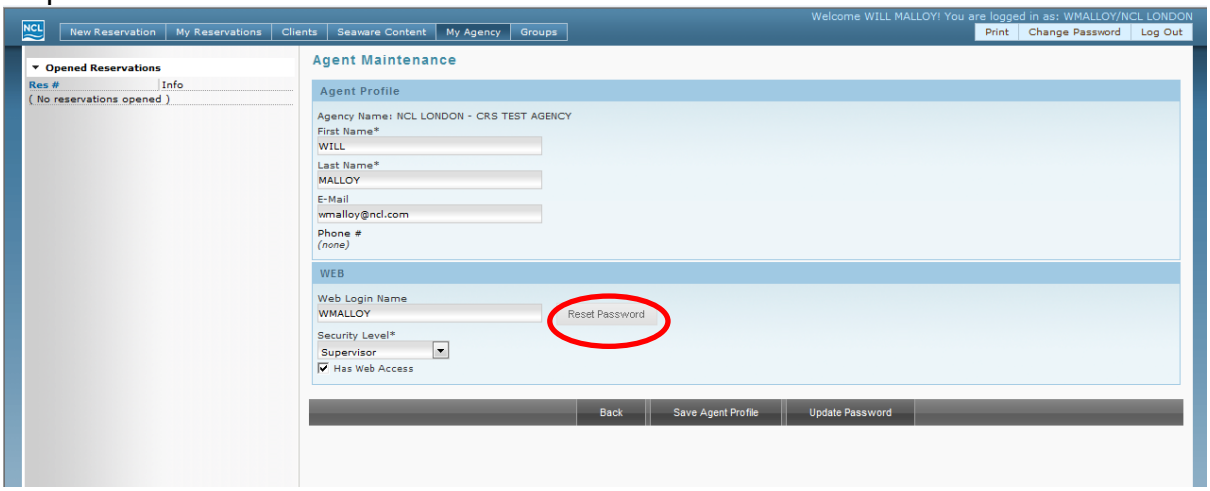
On this page you can view existing Agent profiles or create a brand new Agent Login.

Viewing existing agents profiles:

Click on the ‘Edit’ button next to the agent

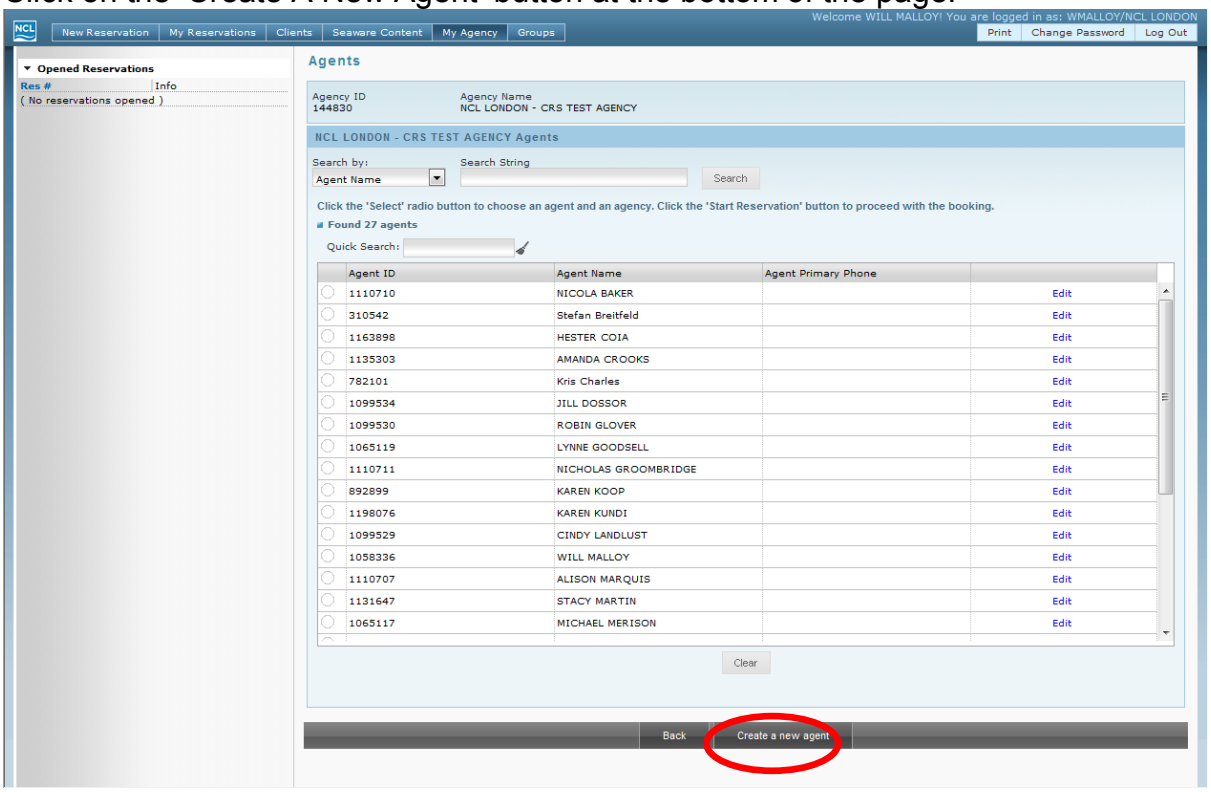


Once retrieved, you can view the Web Login Name & reset their password. You will not be able to see what their password is (data protection). Please check the email address is correct before resetting the password. Once you click on ‘Reset Password’ an email will be generated to the Agent detailing the steps to follow.

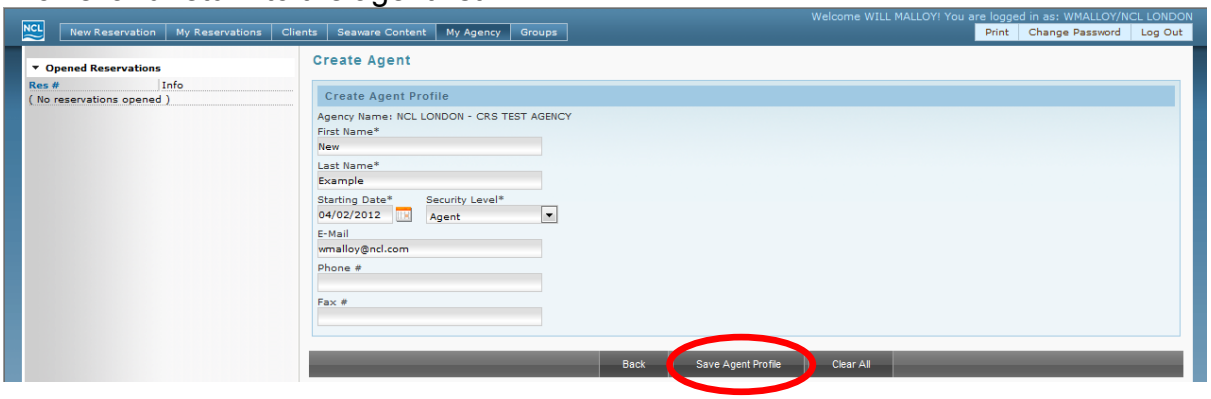


Create New Agent Login:

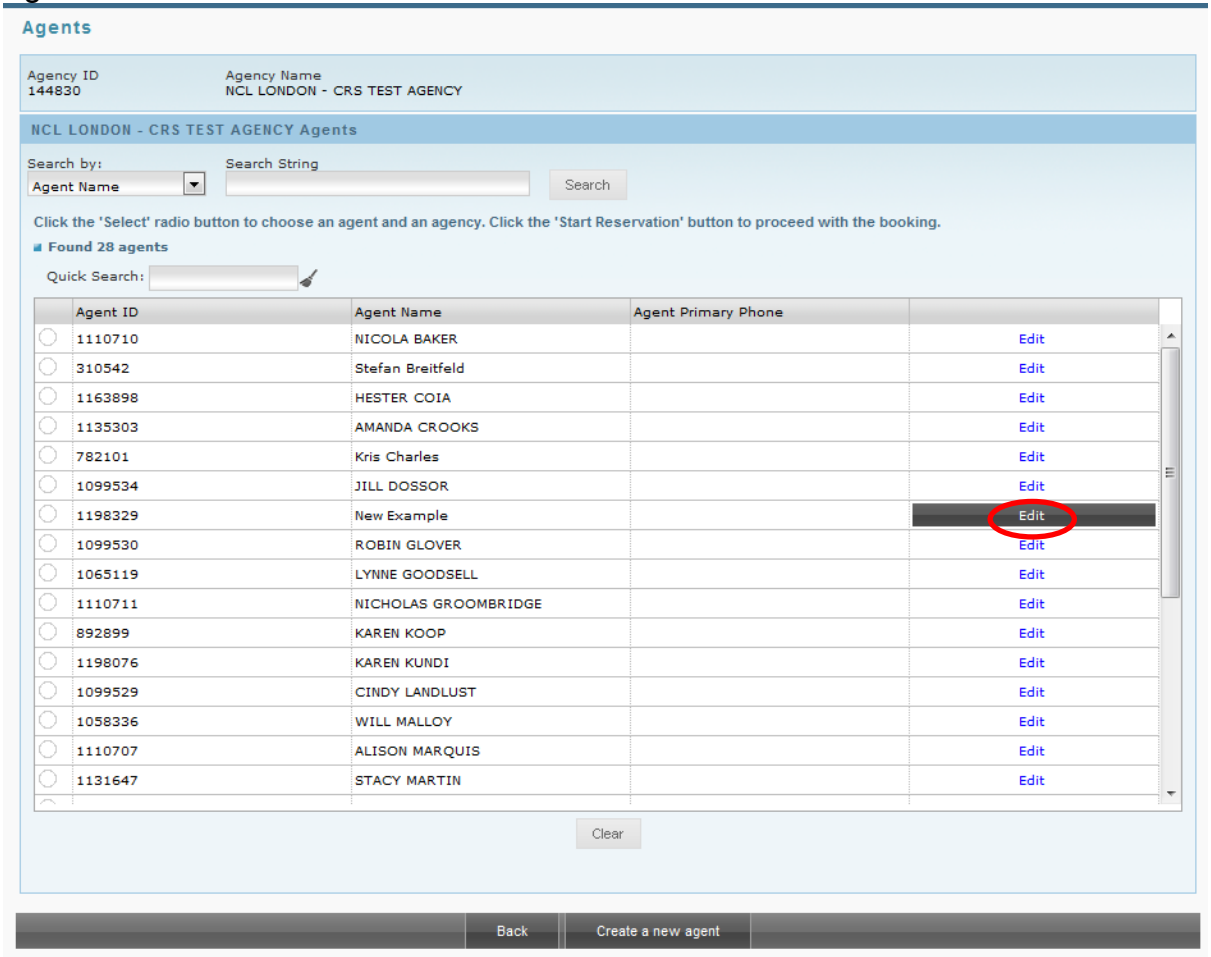
Click on the ‘Create A New Agent’ button at the bottom of the page.



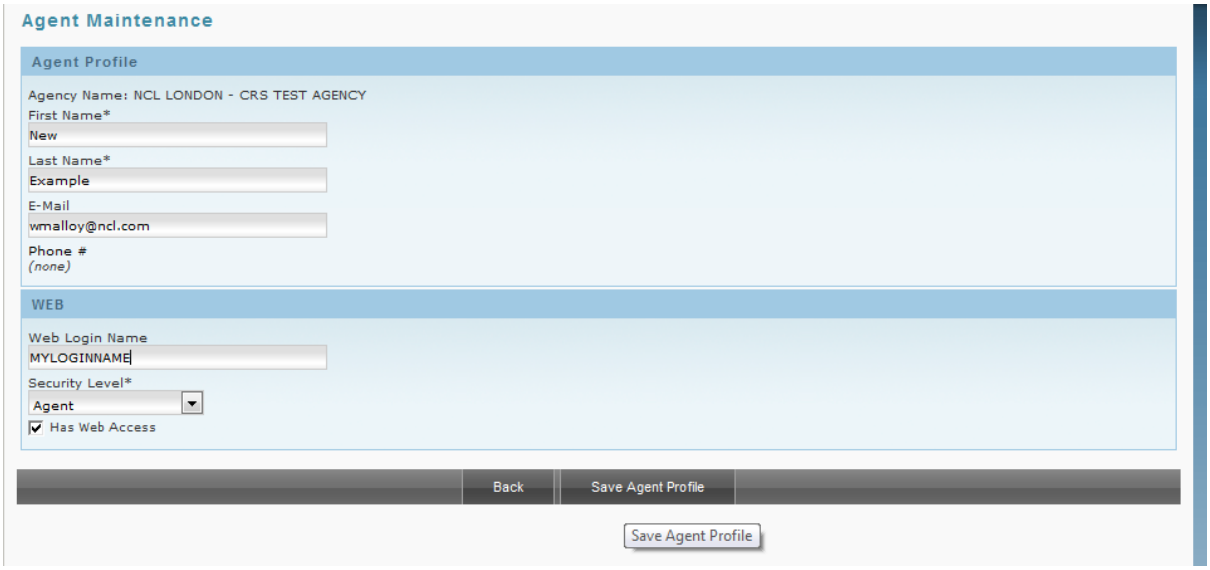
Input the mandatory information (marked with *) then click on ‘Save Agent Profile’ and return to the agent list.



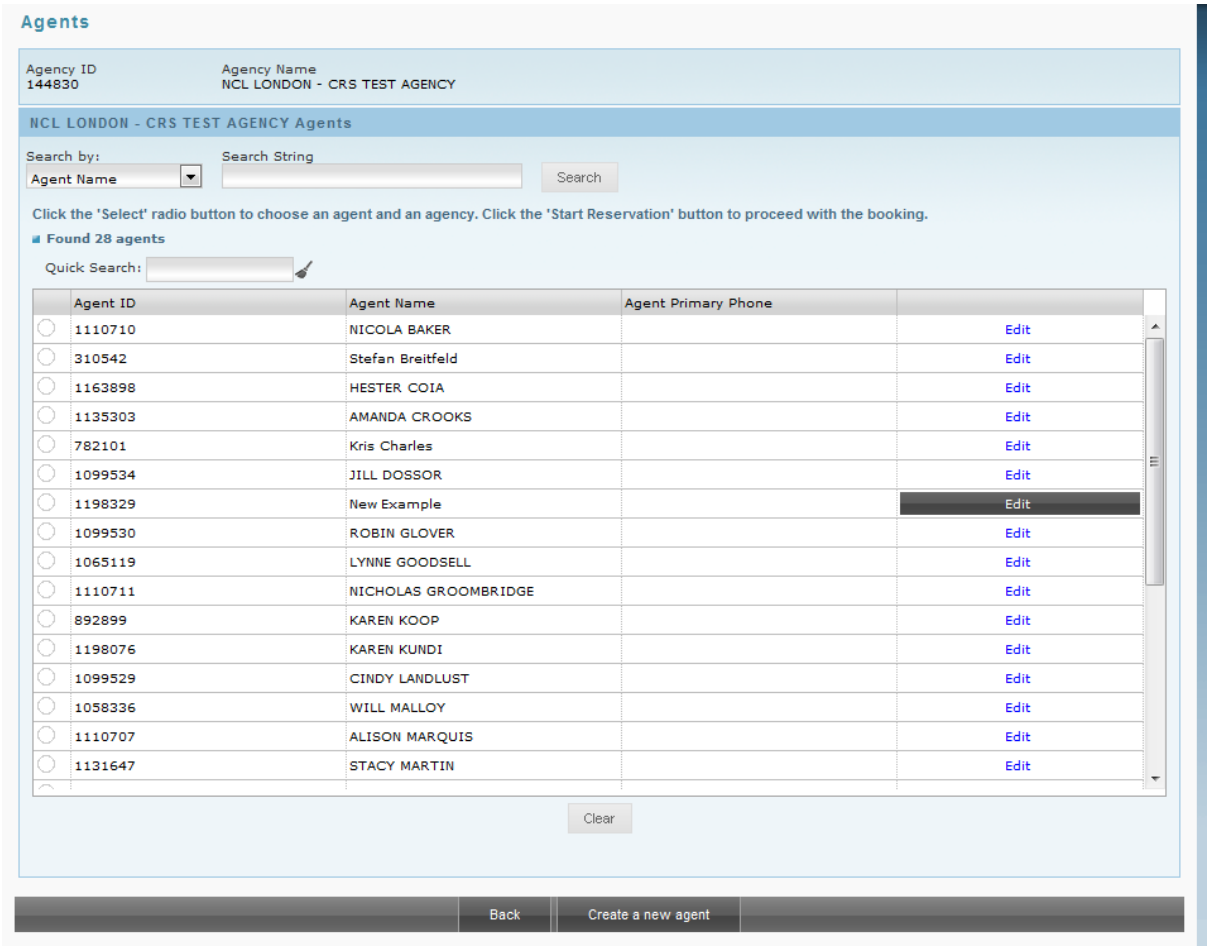
To create a username, you will need to click ‘Edit’ next to the applicable Agent’s name



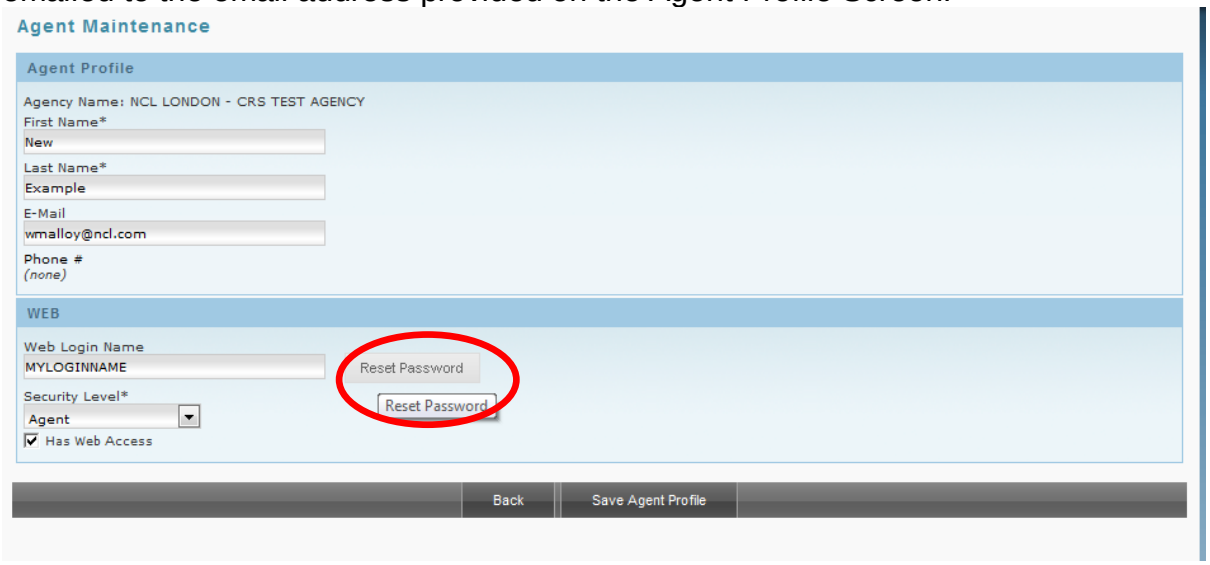
Enter a Web Login Name for the agent. Then save the agent profile again to return to the Agent list



To complete the setup, you will again need to click ‘Edit’ next to the Agent’s name

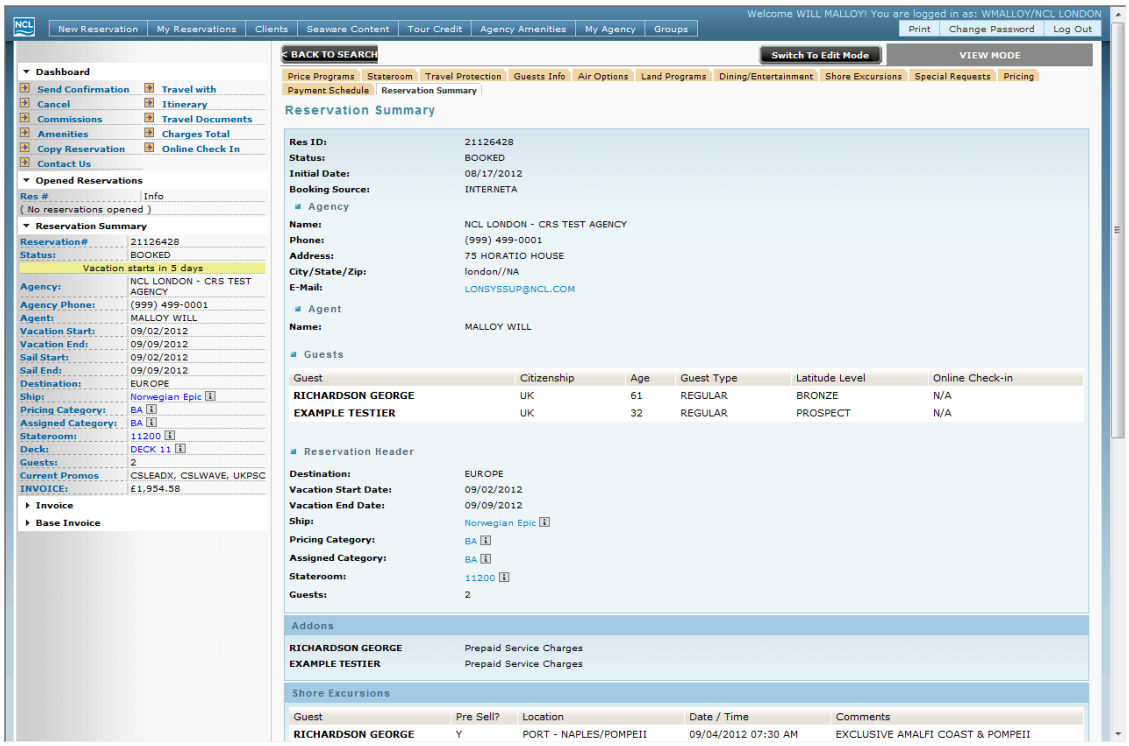


Then press the ‘Reset Password’ button and an automated password will be emailed to the email address provided on the Agent Profile Screen.

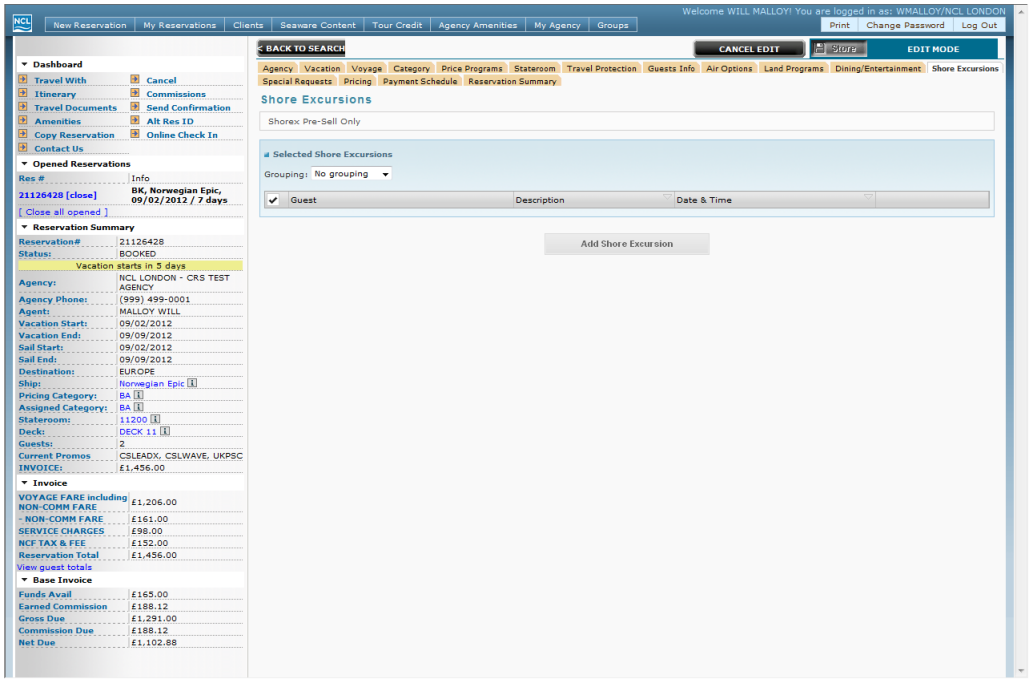


Shore Excursions

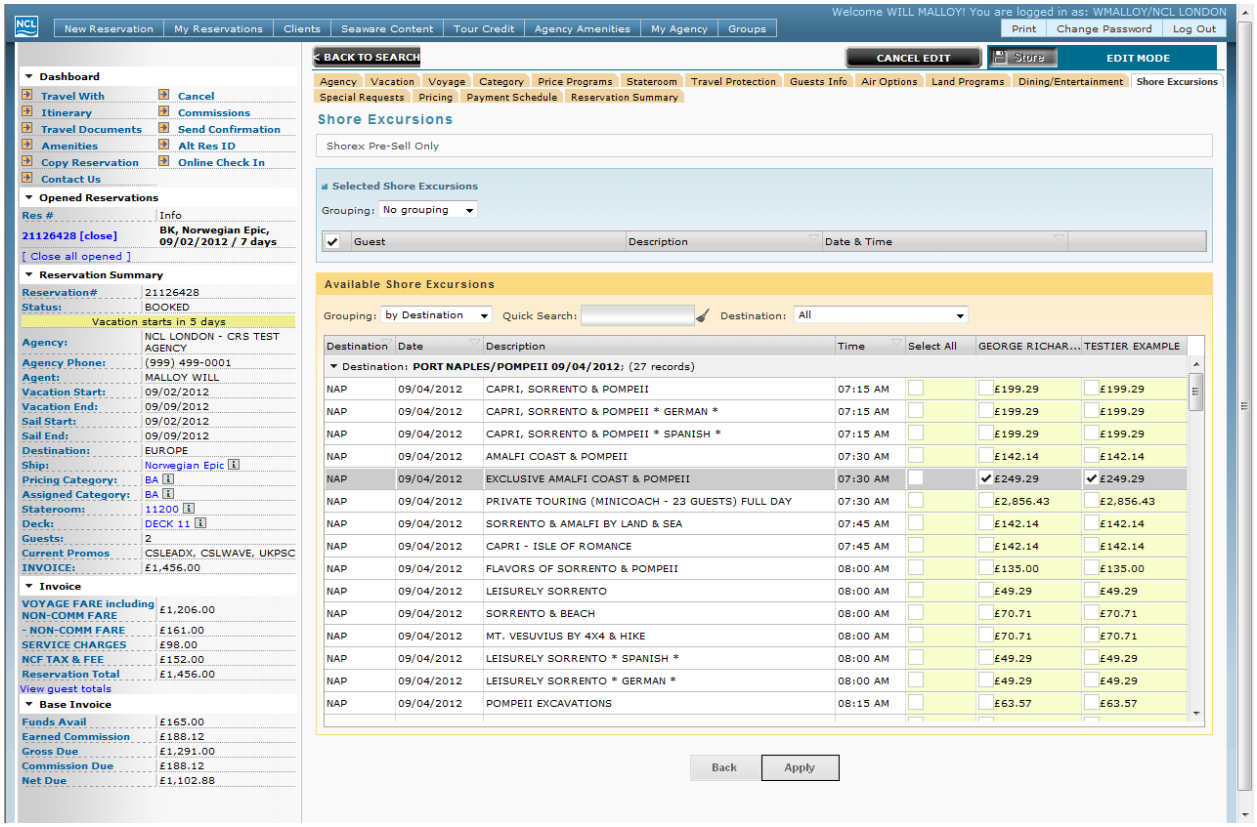
Retrieve an existing booking in BK status. If a booking is in OF, shore excursions cannot be booked.



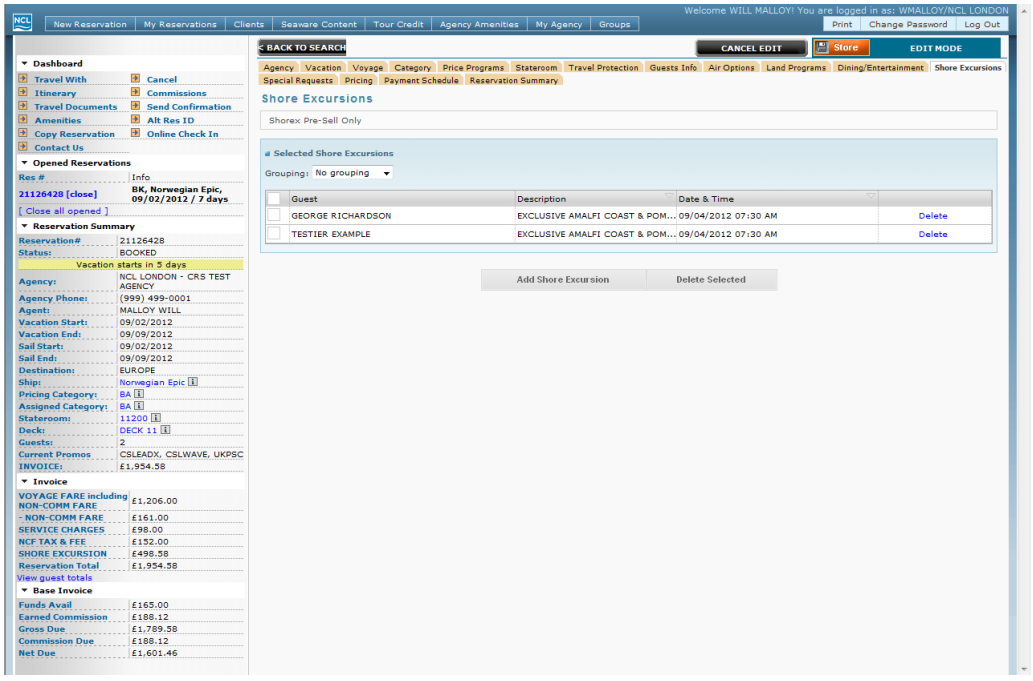
Switch into edit mode and click on the Shore Excursion Tab,



Press on the “Add Shore Excursion Button”, this will then show all the shore excursions available for guests to pre book. To find a specific shore excursion or port of call, use the filter to group tours.

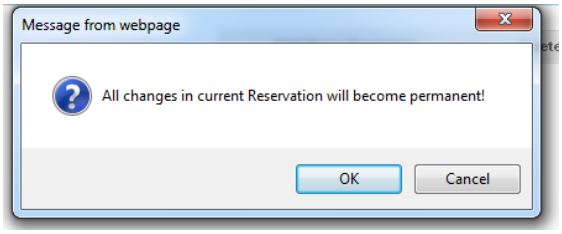


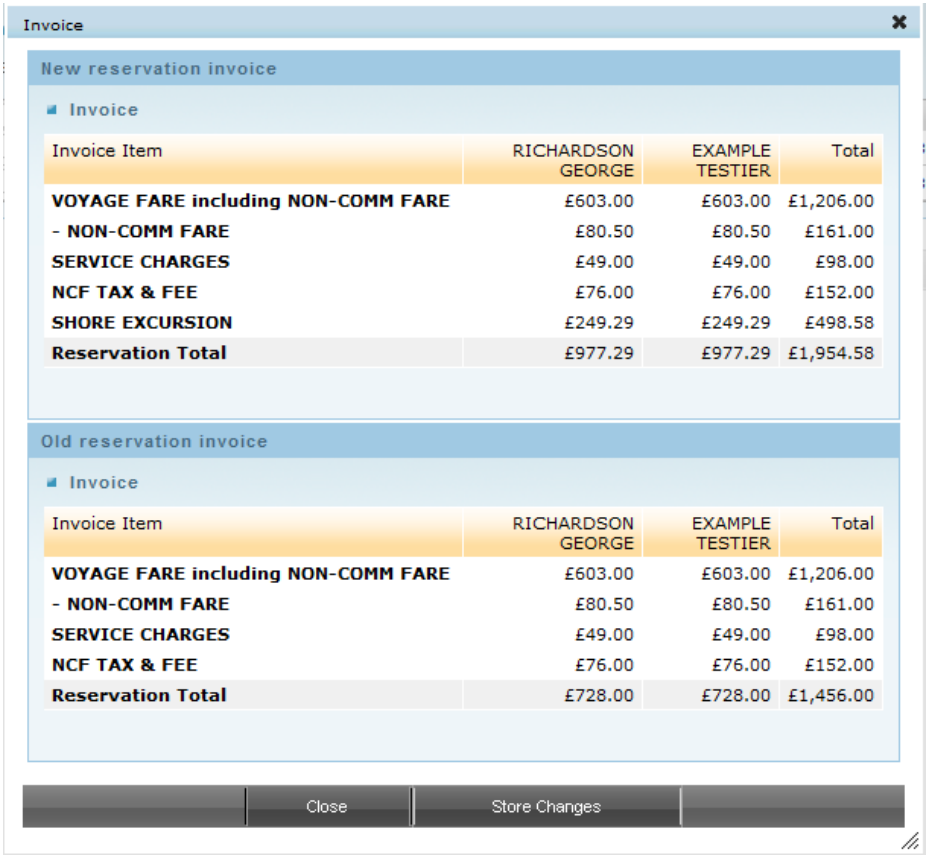
The price is converted from the US price charged on-board.
Tick the tour requested and 'Apply'



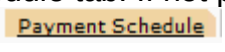
Once saved, the tour will be added on the shore excursion main page. From here, more tours can be added and deleted.

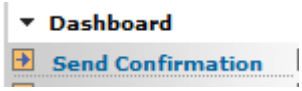
Once all tours have been added, store the booking by clicking



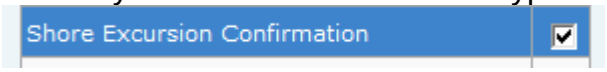


Please review the cost of the shore excursions and store changes.

Once stored, collect payment and pay for the shore excursions immeditly via the Payment Schedule tab. If not paid for these will be automatically removed from the booking. 

A confirmation can then be sent directly to your agency or the guest using the 

button on the dashboard.

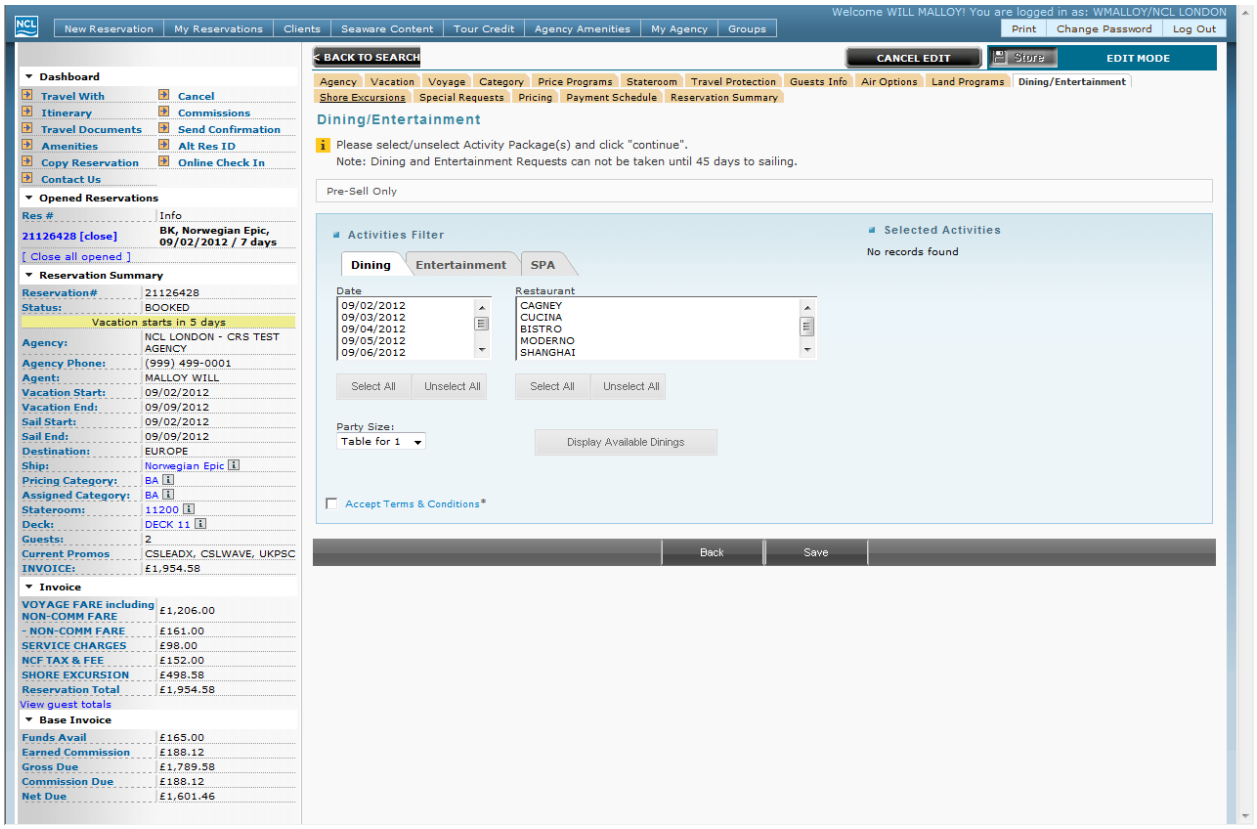
Ensure you select the confirmation type as 

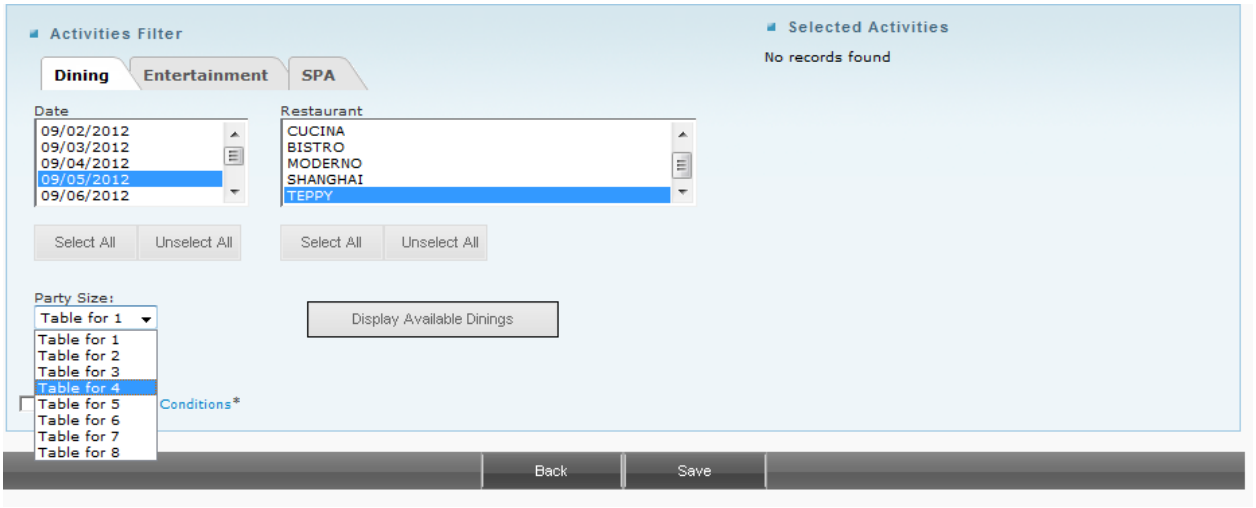
On-board Entertainment, Dining & Spa Treatments

Retrieve an existing booking in BK status and switch the booking into 'Edit Mode'. Please note the following:

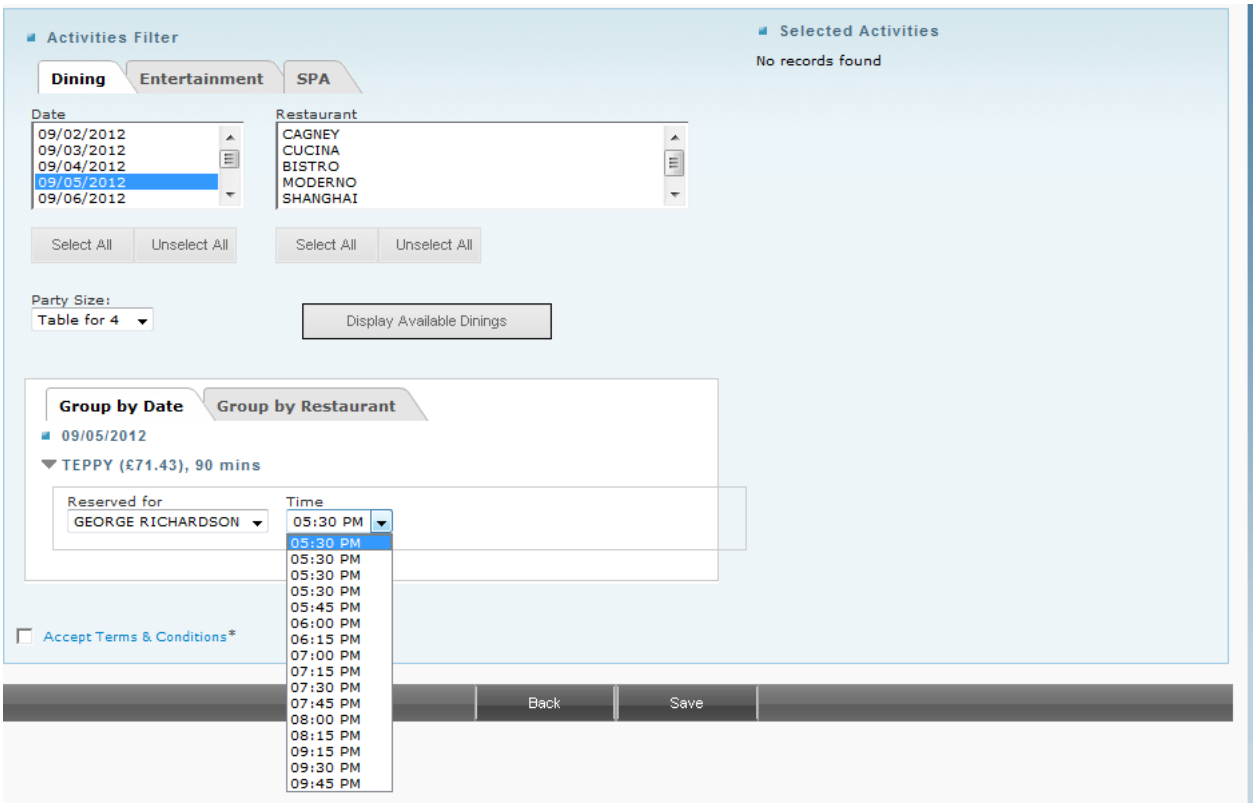
- Entertainment & Spa can be booked inside 45 days prior to sailing on the N.Epic Only.
- Dining can be booked inside 45 days prior to sailing fleet wide.
- Shore Excursions, Dining & Entertainment can be pre-sold up to 2 days prior to sailing. Spa treatments can be pre-sold up to 4 days prior to sailing.

Click on the tab 'Dining & Entertainment'.



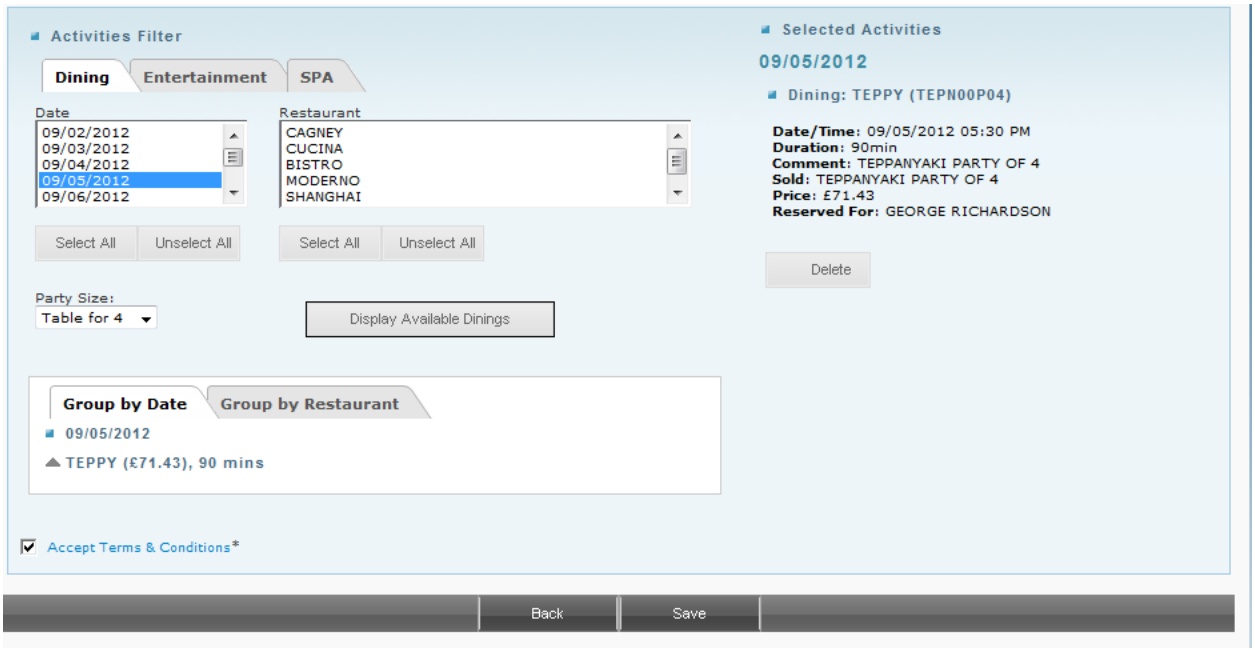


You can switch between the on-board activity using the tabs and search parameters to display the desired results.



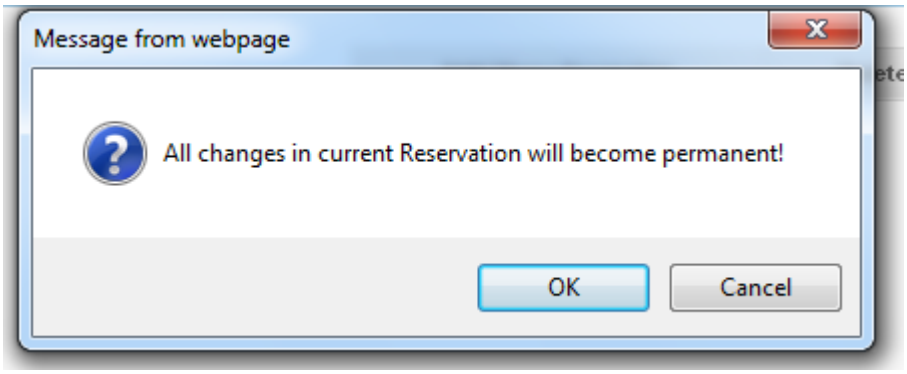
The results will then be displayed below. Giving you the option to group by date or group by type.

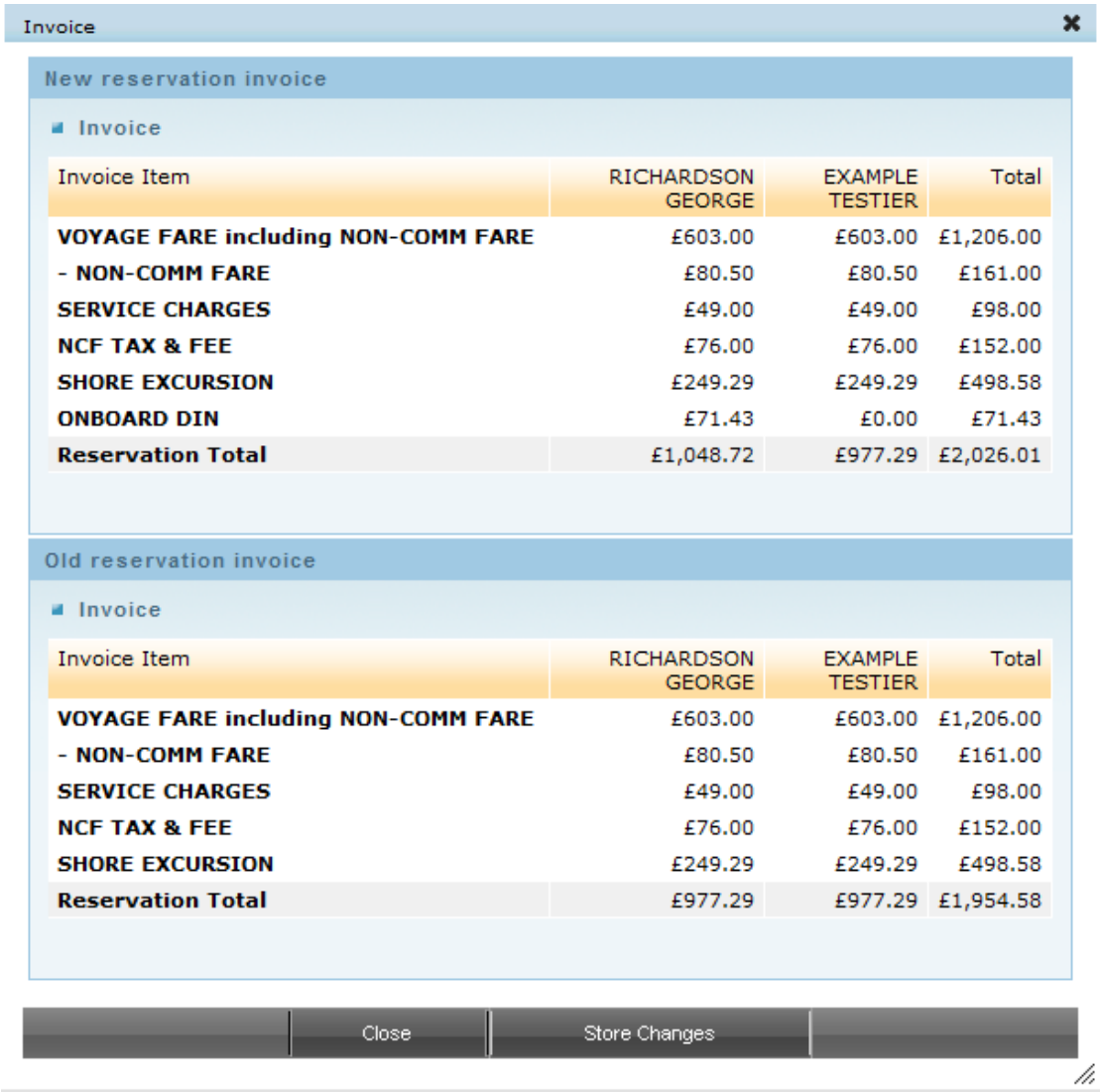
Accept the Terms and Conditions and click ‘Save’.



The selected activity will then be displayed on the right hand side of the screen.

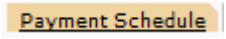
Store the booking by clicking



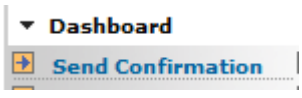


Please review the cost and store changes.

Please collect payment immediately via the Payment Schedule tab. If not paid for these activities will be automatically removed from the booking.

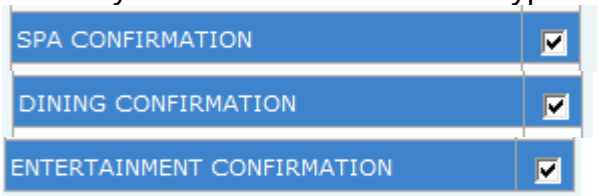


A confirmation can then be sent directly to your agency or the guest using the



button on the dashboard.

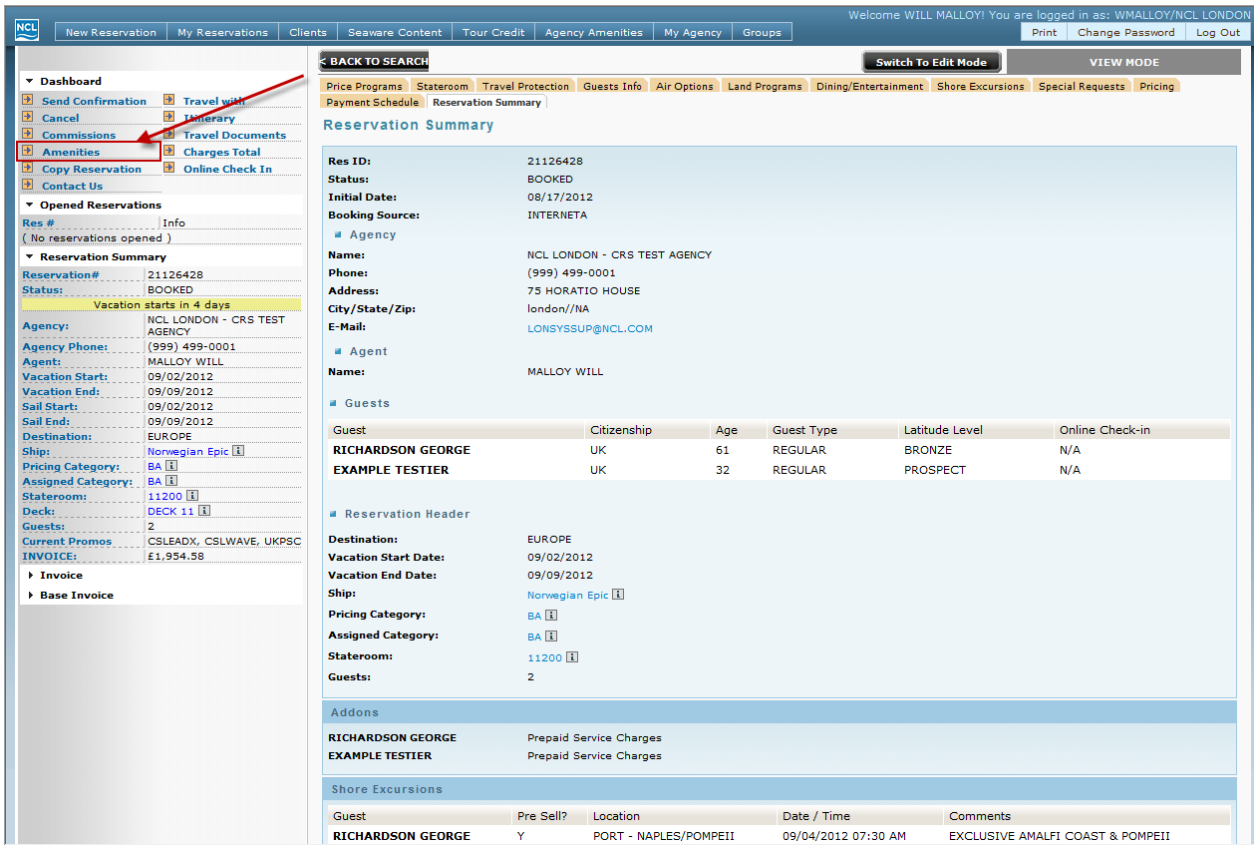
Ensure you select the confirmation type dependant on the type.



Amenities

Also known as bon voyage gifts can be pre-paid before the cruise. Full descriptions of each gift can be found on our website.

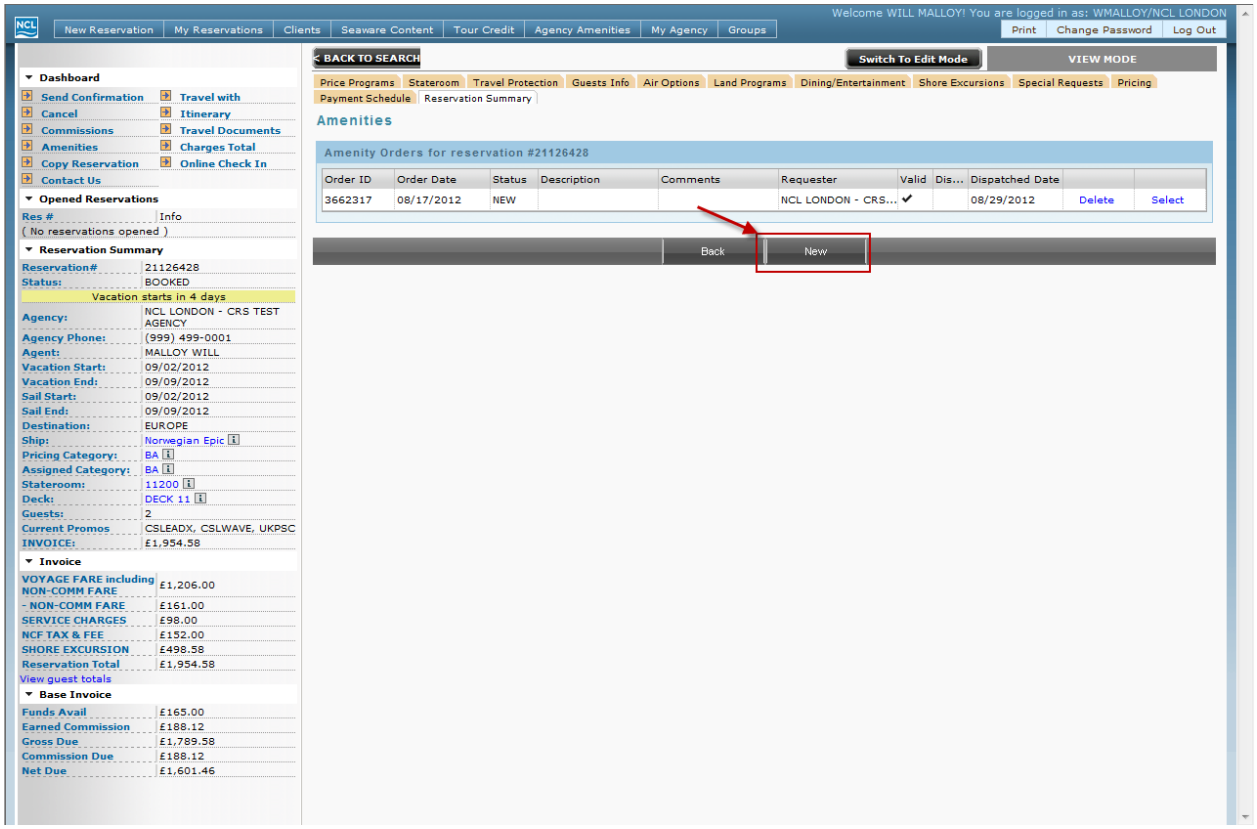
To process an amenity order, click on the **Amenities** link in the Reservation **Dashboard**.

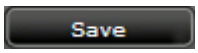


The Amenities screen will appear.

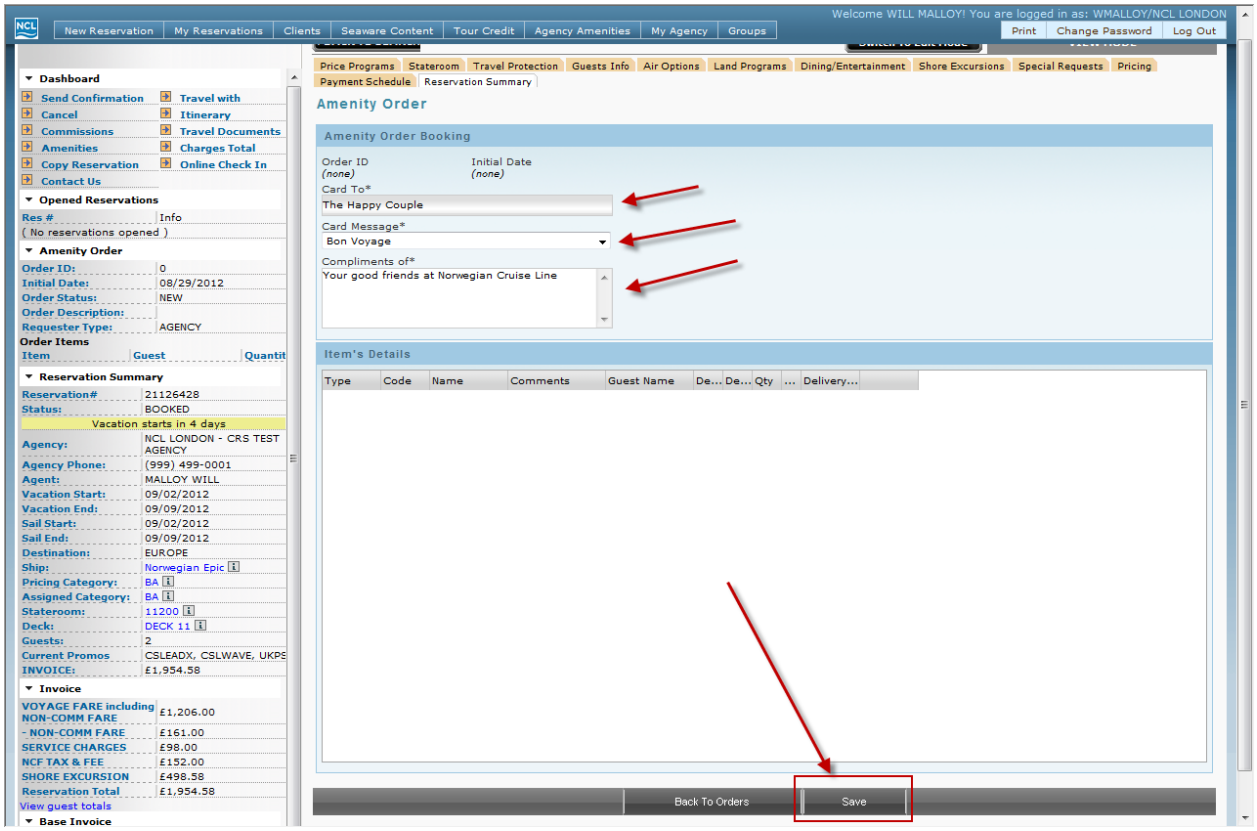
Click on the New button to open the Amenity Order screen.

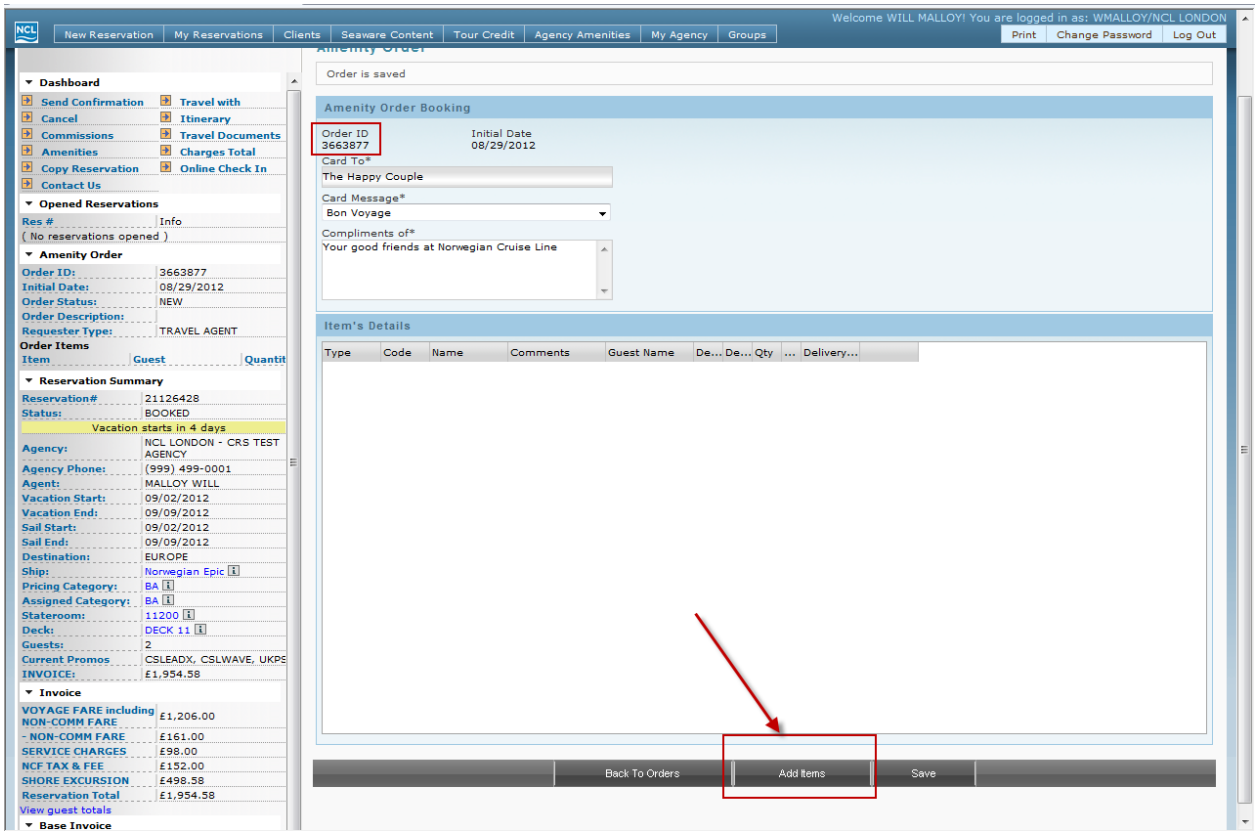
The system will automatically populate some of the amenity order fields.



Click on the  button to create an **Order ID** number.

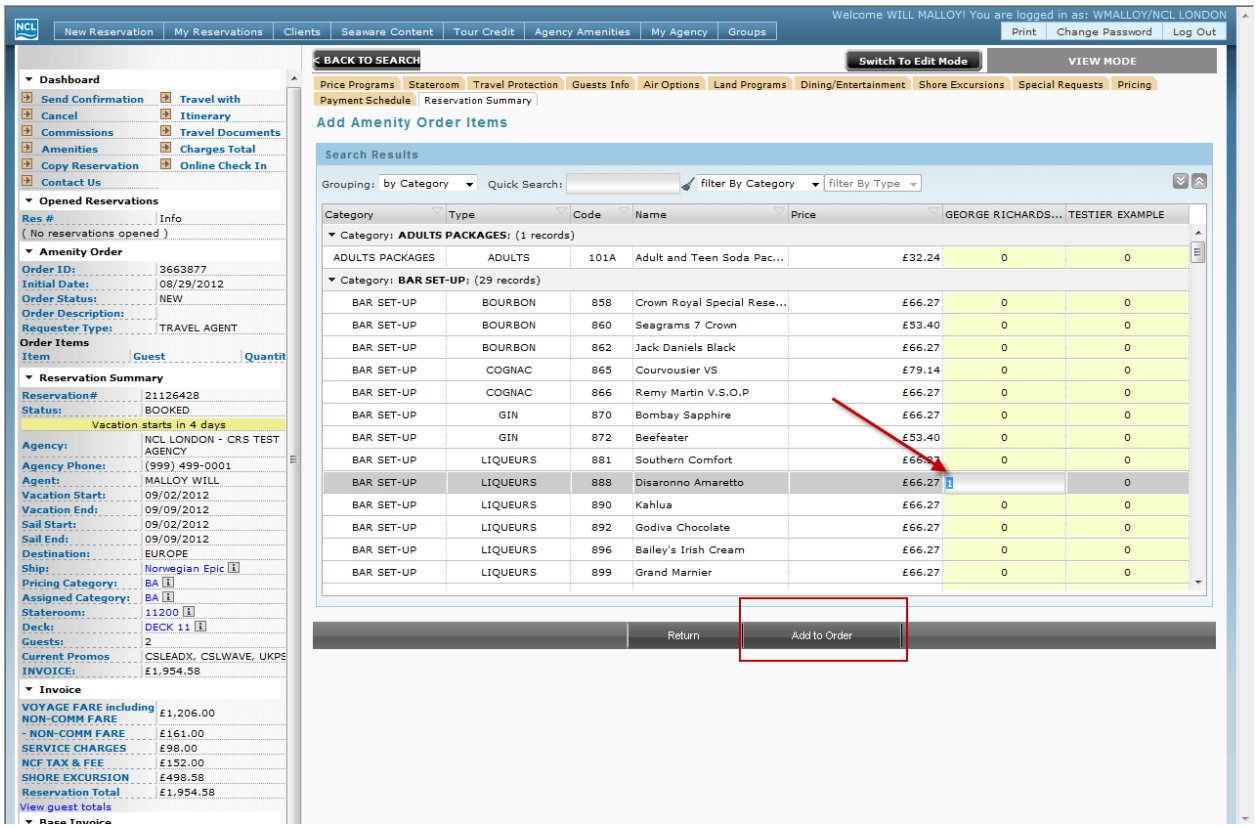
You must complete a card message to the recipient of the Amenity order. The **Card Message** field has a drop down to select a comment to be written on the card.



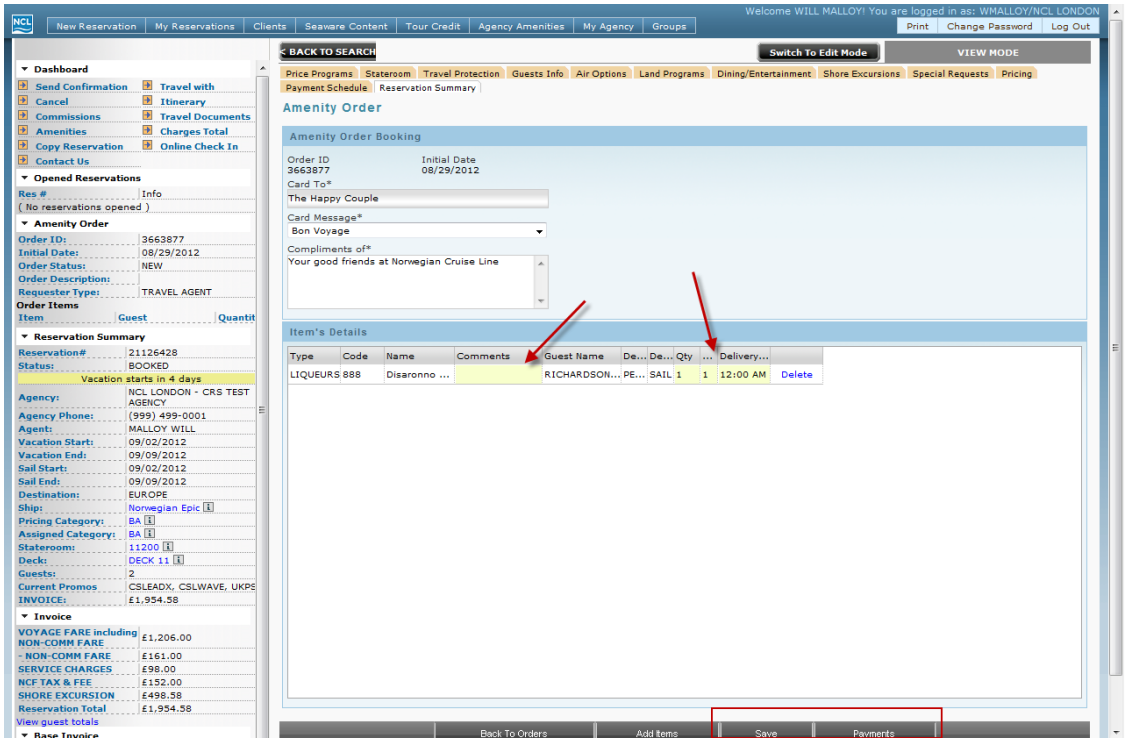


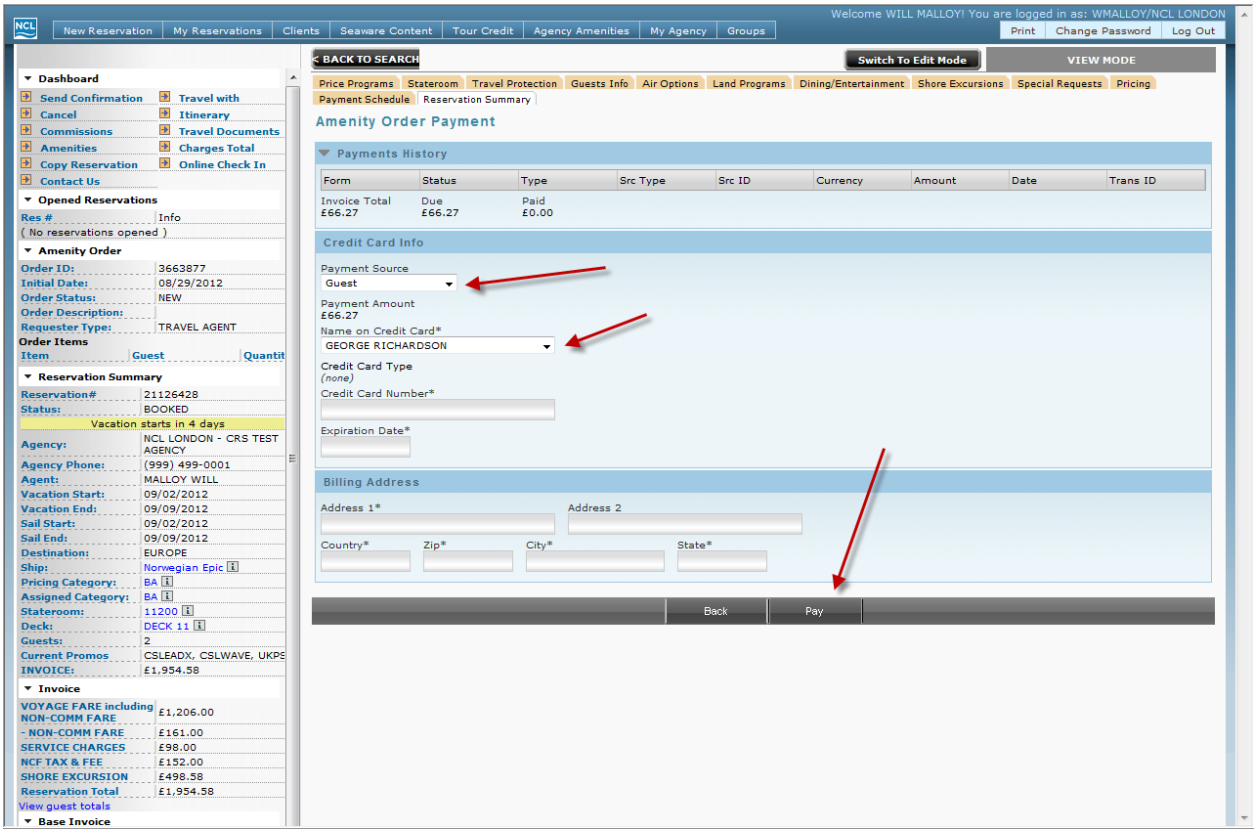
The Click on the **Add Items** button. The **Add Amenity Order** Items screen will appear.

To search for an Amenity item, click on the **Category** drop down and select the amenity category. This will enable the **Type** drop down list. From the **Type** drop down, select the requested amenity type.

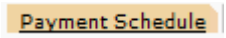


Enter the quantity for the requested item in the field for the appropriate guest and click on the **Save** button then **Payments** button.

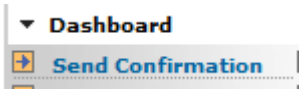




Please collect payment immediately via the Payment Schedule tab. If not paid for these activities will be automatically removed from the booking.

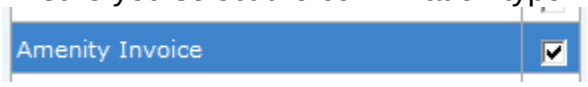


A confirmation can then be sent directly to your agency or the guest using the



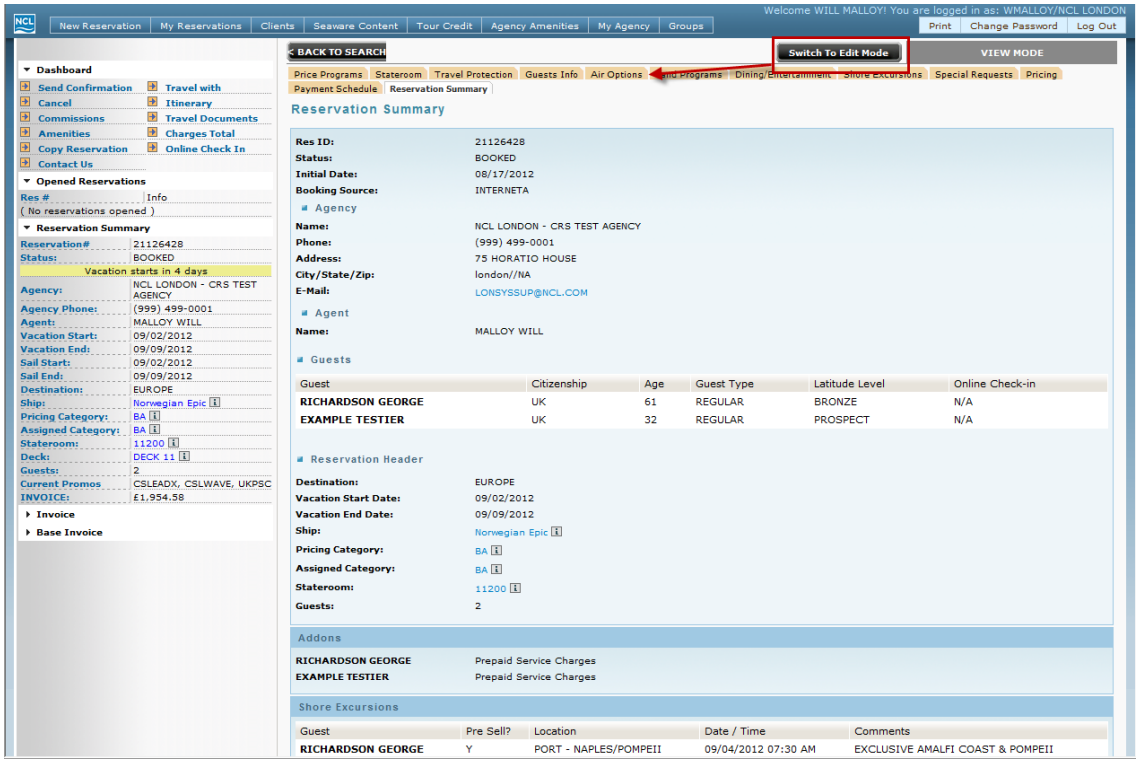
button on the dashboard.

Ensure you select the confirmation type

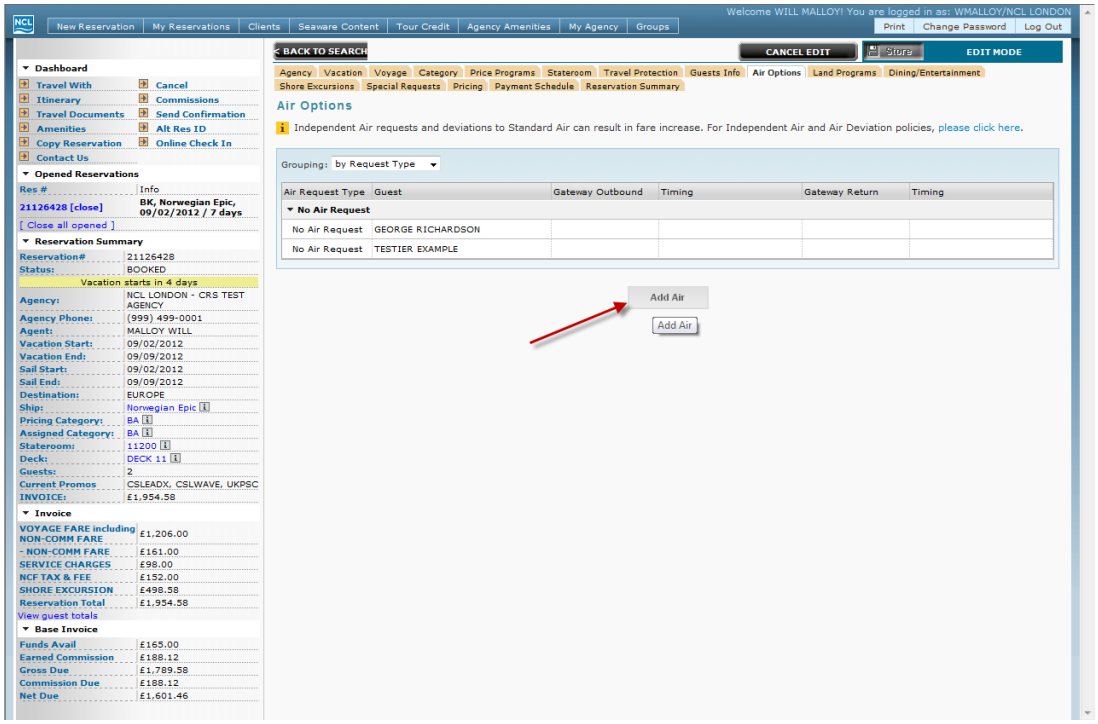


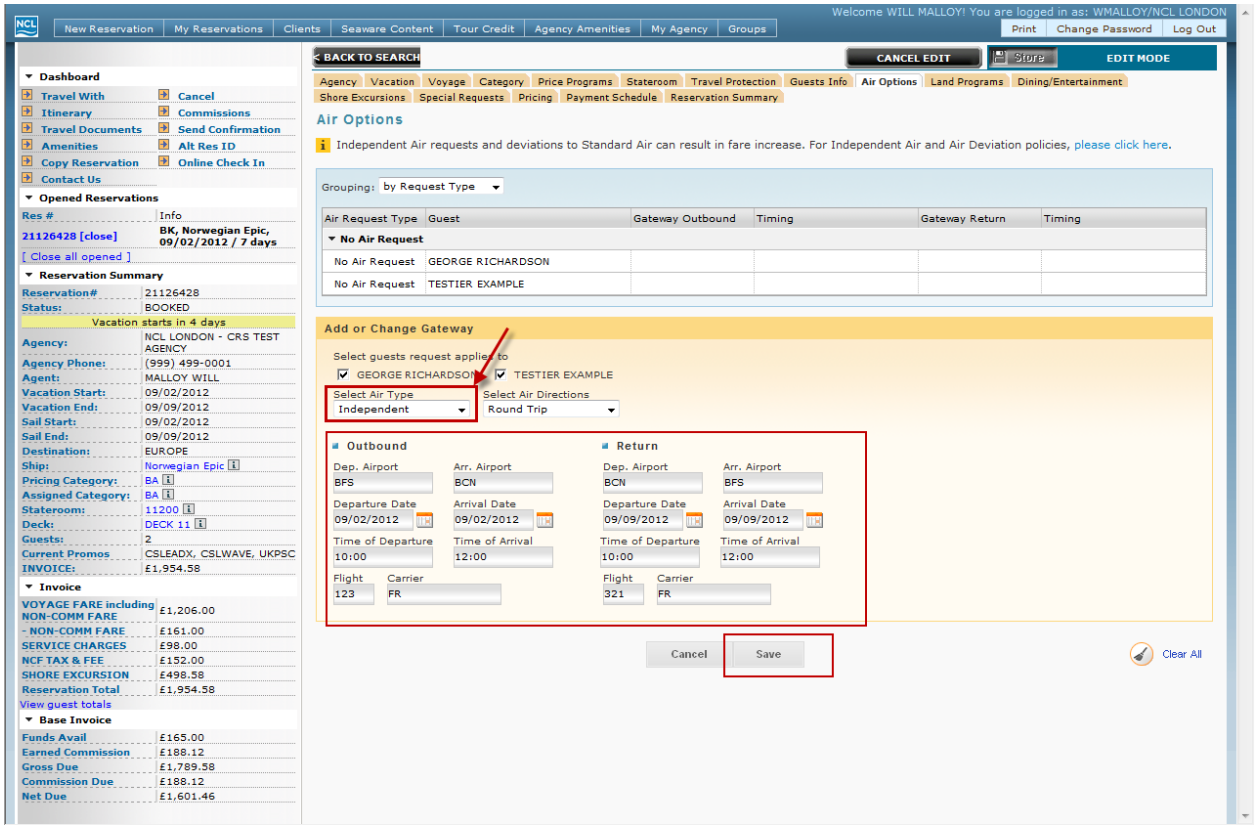
Cruise Only Transfers

To Add Independent Transfers, Switch the booking into Edit Mode and Go to Air options tab.

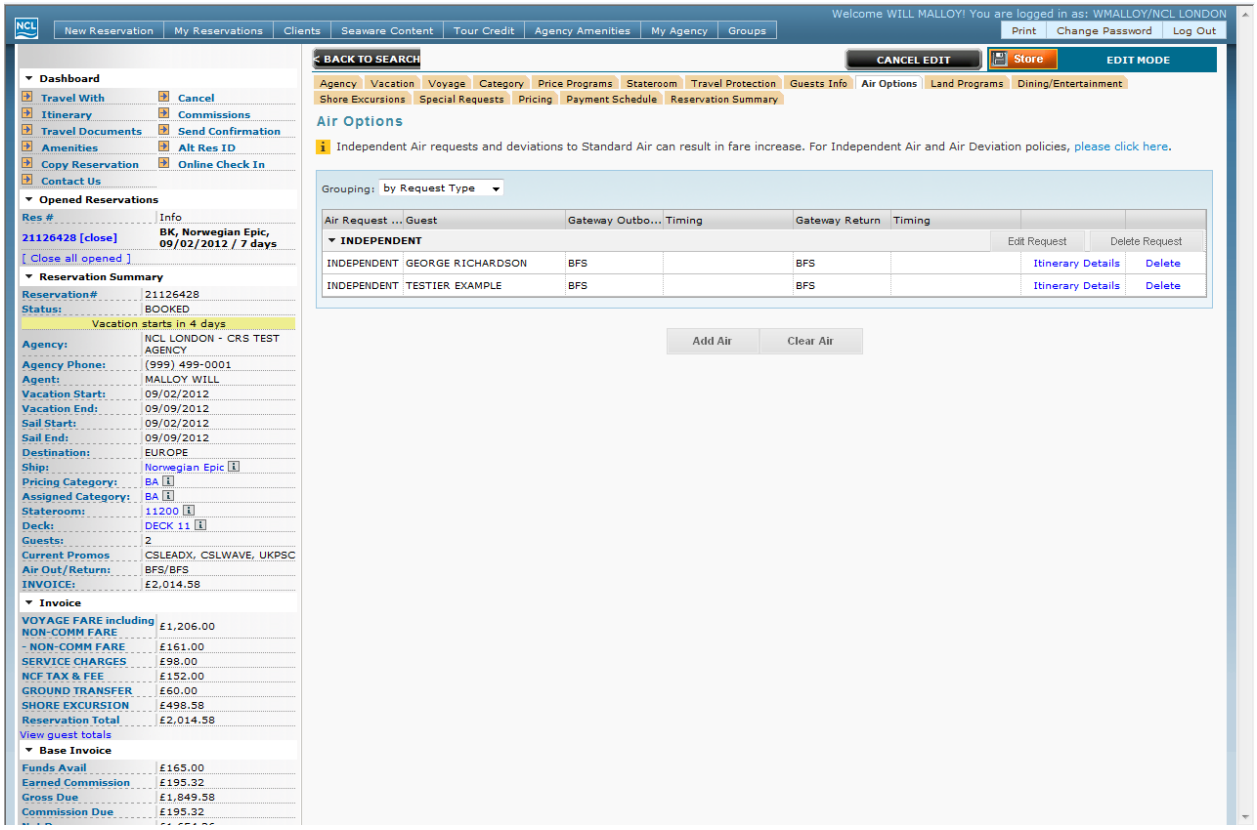


Click on ‘Add Air’ and Change Air type to independent

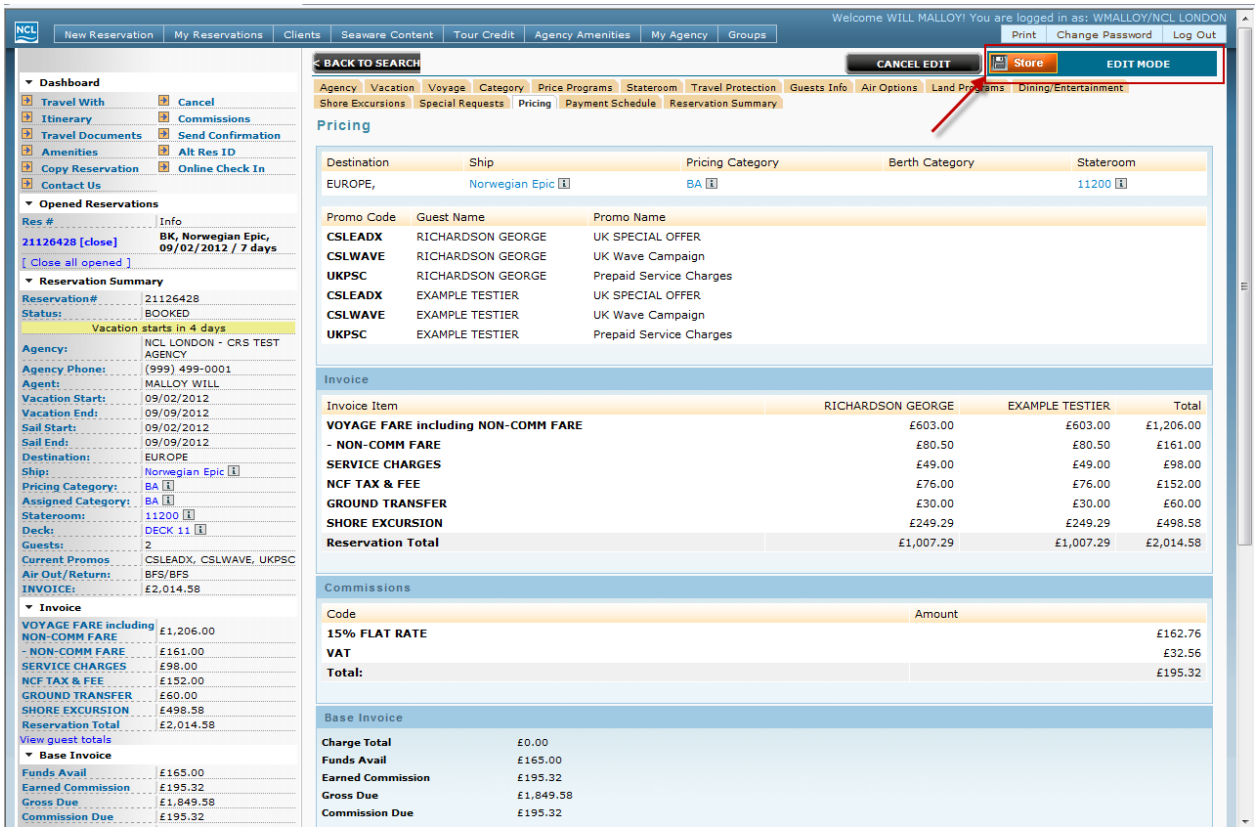


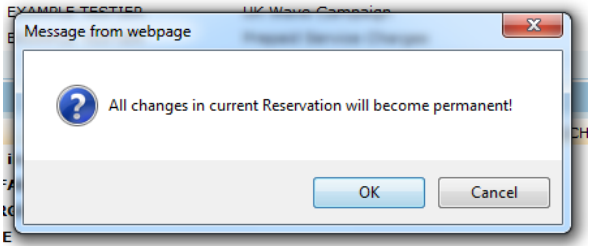


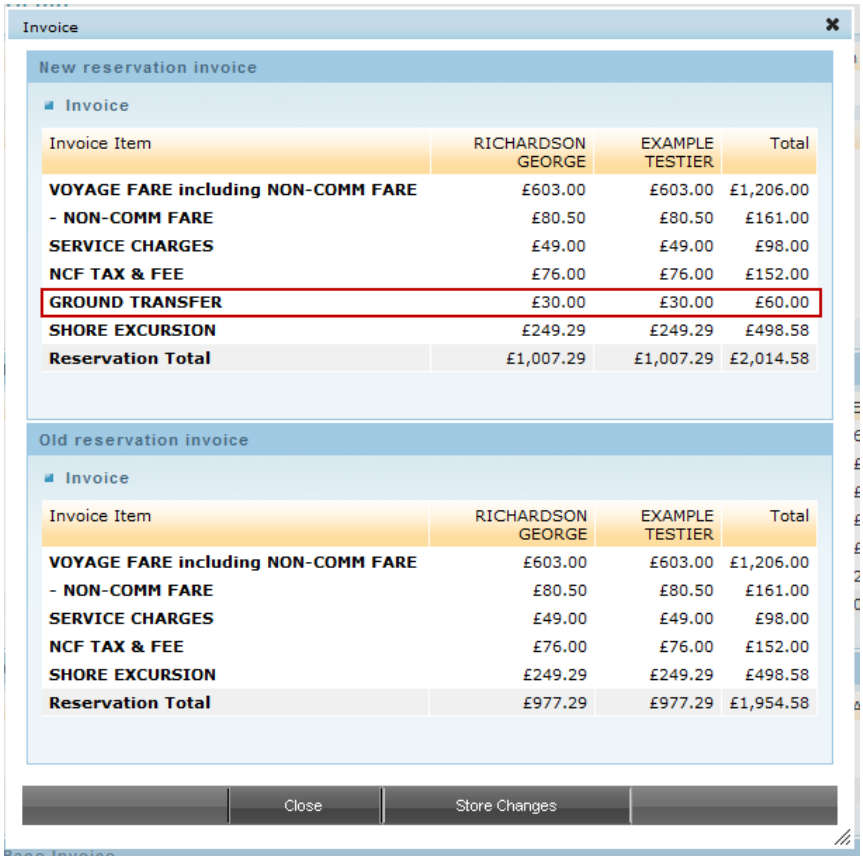
- Enter Air gateway for each direction
- Add Time of departure for each direction (times must match our transfers)
- Enter Flight numbers
- Choose Carrier from Drop down menu
- Click on Save



Review pricing and Store.
Transfers will be itemised on a separate line.





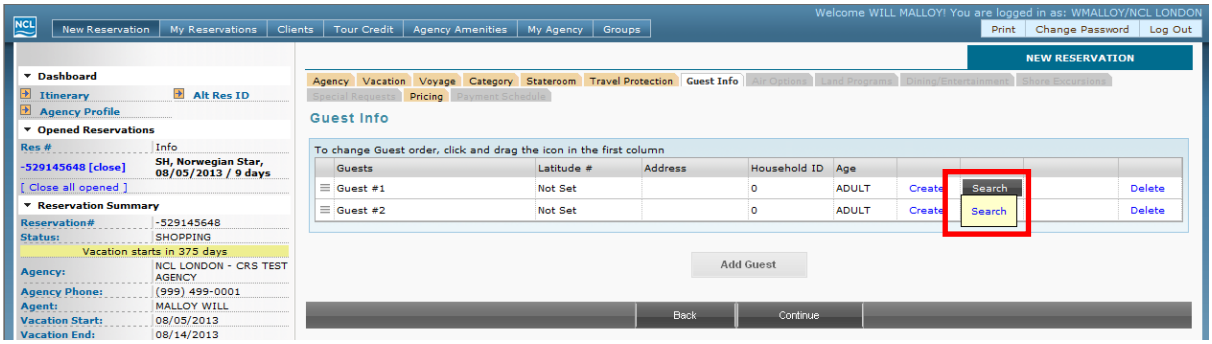


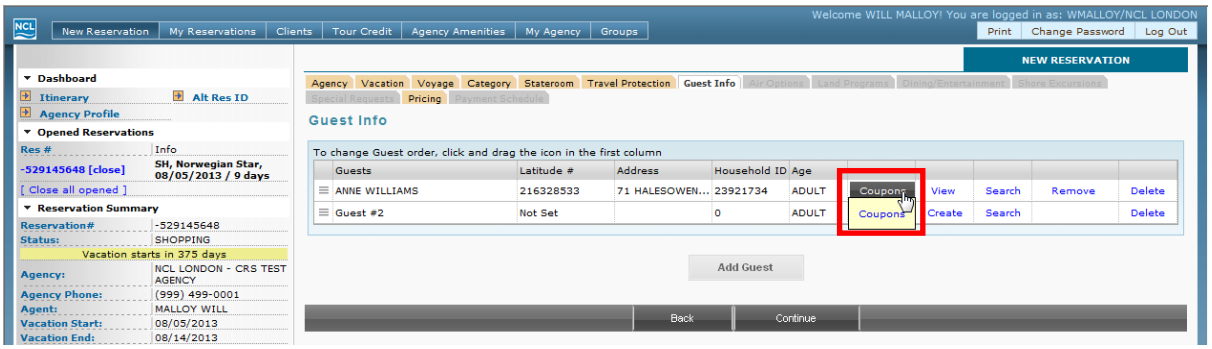
Transfers will appear on the Res Summary and will also appear on the confirmation

Cruise Rewards

Search for the guest in order to identify a Cruise Reward attached to their id.

If a guest has a Cruise Reward associated with their Client ID, a ‘Coupon’ link will appear in the ‘Guest Info’ screen.

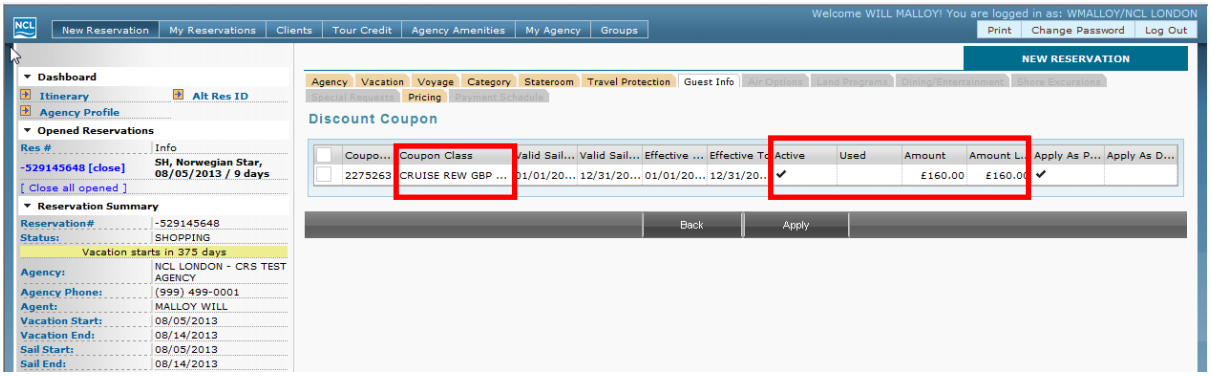




Click on the ‘Coupon’ hyperlink to view validity details

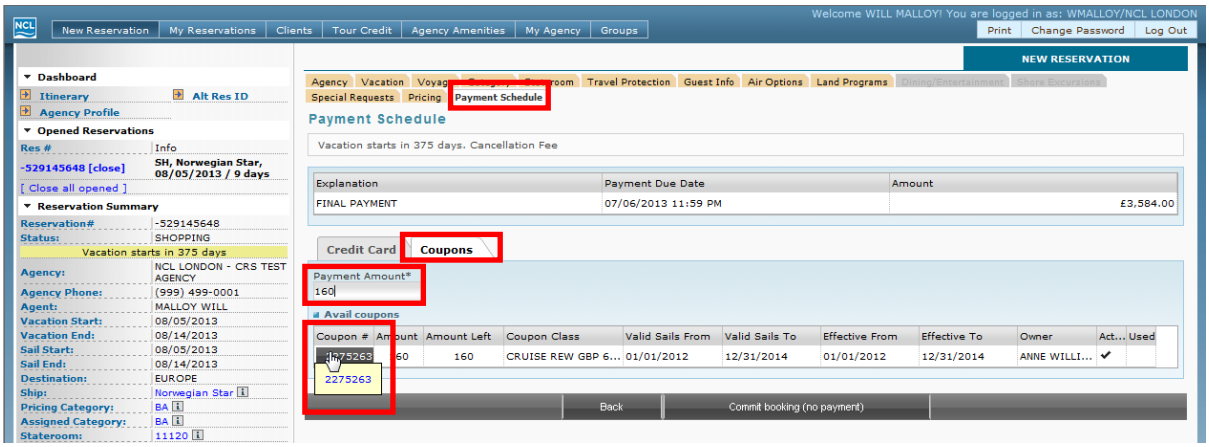
Before you quote, you must ensure:

- The Cruise Reward is valid for the sail date requested.
- The Cruise Reward has not expired or been used (effective to, ticked active, used is not ticked)
- The currency shows GBP



Please note: Pressing ‘Apply’ will not apply the Cruise Reward, see next steps.

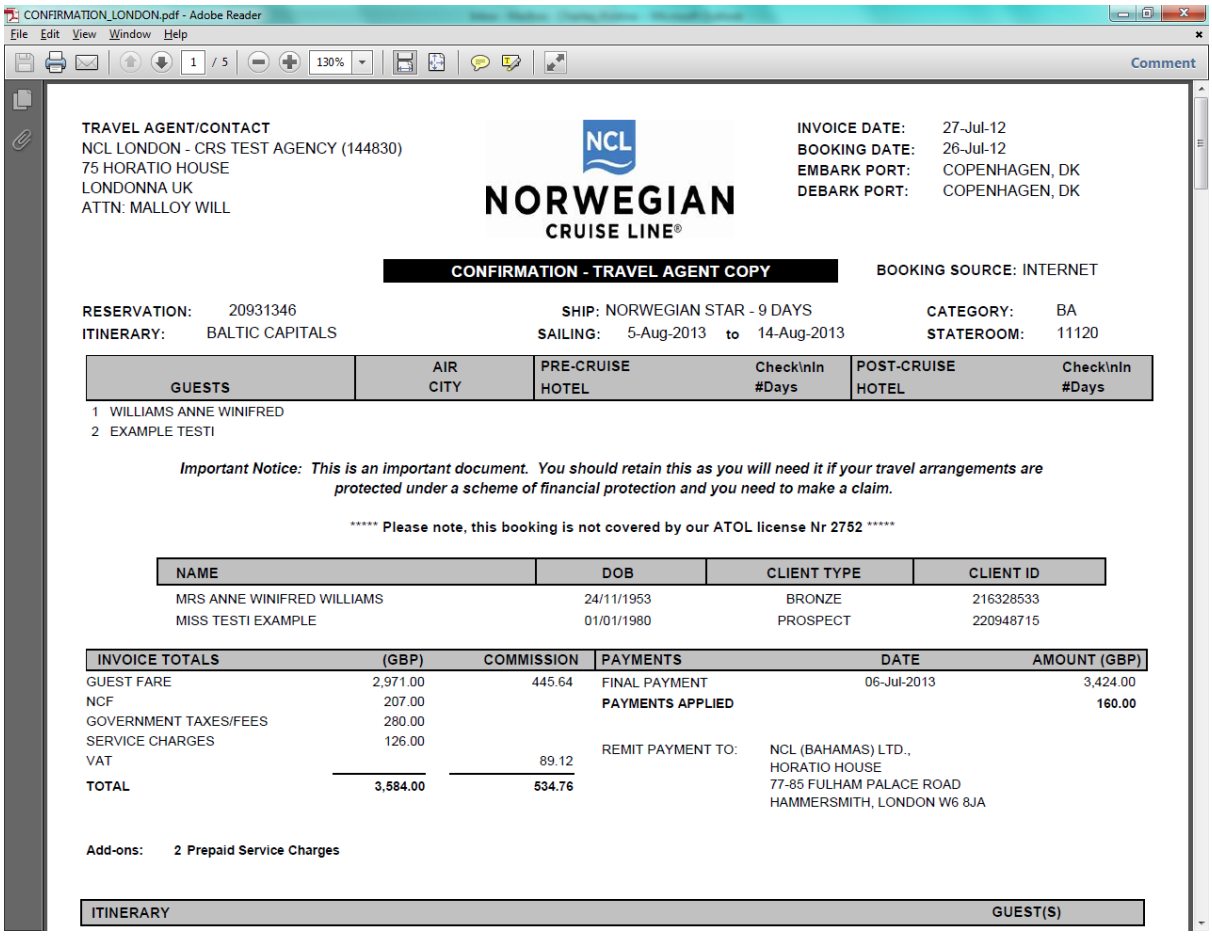
To apply payment using a Cruise Reward, continue onto the ‘Payment Schedule’ tab. Click the ‘Coupon’ tab, enter the coupon amount in the ‘Payment Amount’ field then click on the coupon number that appears in blue in the ‘Coupon #’ field.



This will confirm the booking or store any changes to existing bookings.

You will now see the applicable amount paid under ‘Funds Available’ on the reservation summary.

The confirmation will show payments applied to the value of the Cruise Reward.



CONFIRMATION_LONDON.pdf - Adobe Reader

TRAVEL AGENT/CONTACT
NCL LONDON - CRS TEST AGENCY (144830)
75 HORATIO HOUSE
LONDONNA UK
ATTN: MALLOY WILL

NORWEGIAN CRUISE LINE®

INVOICE DATE: 27-Jul-12
BOOKING DATE: 26-Jul-12
EMBARK PORT: COPENHAGEN, DK
DEBARK PORT: COPENHAGEN, DK

CONFIRMATION - TRAVEL AGENT COPY

BOOKING SOURCE: INTERNET

RESERVATION: 20931346
ITINERARY: BALTIC CAPITALS
SHIP: NORWEGIAN STAR - 9 DAYS
SAILING: 5-Aug-2013 **to** 14-Aug-2013
CATEGORY: BA
STATEROOM: 11120

GUESTS	AIR CITY	PRE-CRUISE HOTEL	Check\nIn #Days	POST-CRUISE HOTEL	Check\nIn #Days
1 WILLIAMS ANNE WINIFRED					
2 EXAMPLE TESTI					

***Important Notice:** This is an important document. You should retain this as you will need it if your travel arrangements are protected under a scheme of financial protection and you need to make a claim.*

***** **Please note, this booking is not covered by our ATOL license Nr 2752** *****

NAME	DOB	CLIENT TYPE	CLIENT ID
MRS ANNE WINIFRED WILLIAMS	24/11/1953	BRONZE	216328533
MISS TESTI EXAMPLE	01/01/1980	PROSPECT	220948715

INVOICE TOTALS	(GBP)	COMMISSION
GUEST FARE	2,971.00	445.64
NCF	207.00	
GOVERNMENT TAXES/FEES	280.00	
SERVICE CHARGES	126.00	
VAT		89.12
TOTAL	**3,584.00**	**534.76**

PAYMENTS	DATE	AMOUNT (GBP)
FINAL PAYMENT	06-Jul-2013	3,424.00
PAYMENTS APPLIED		**160.00**

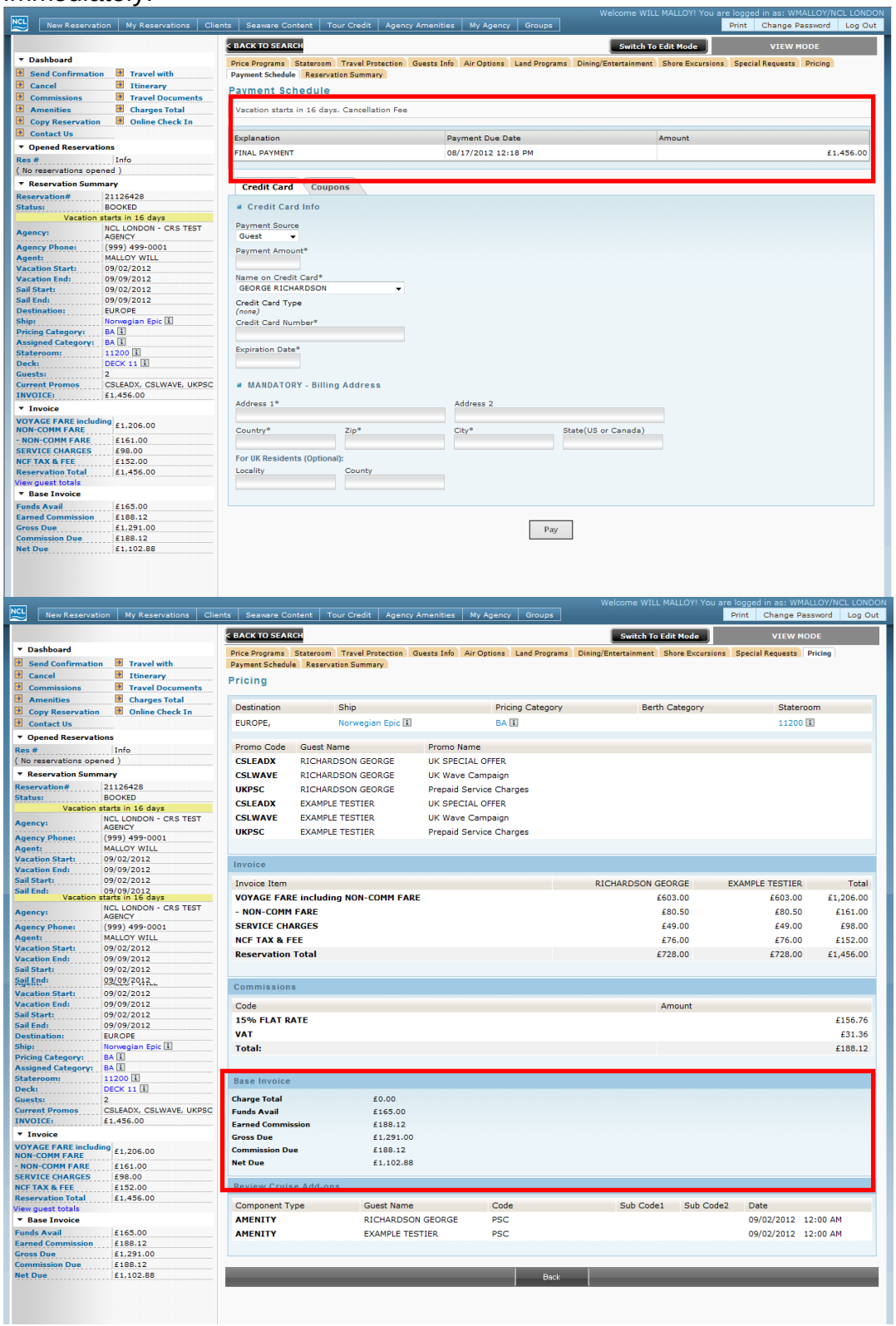
REMIT PAYMENT TO: NCL (BAHAMAS) LTD.,
HORATIO HOUSE
77-85 FULHAM PALACE ROAD
HAMMERSMITH, LONDON W6 8JA

Add-ons: **2 Prepaid Service Charges**

ITINERARY	GUEST(S)

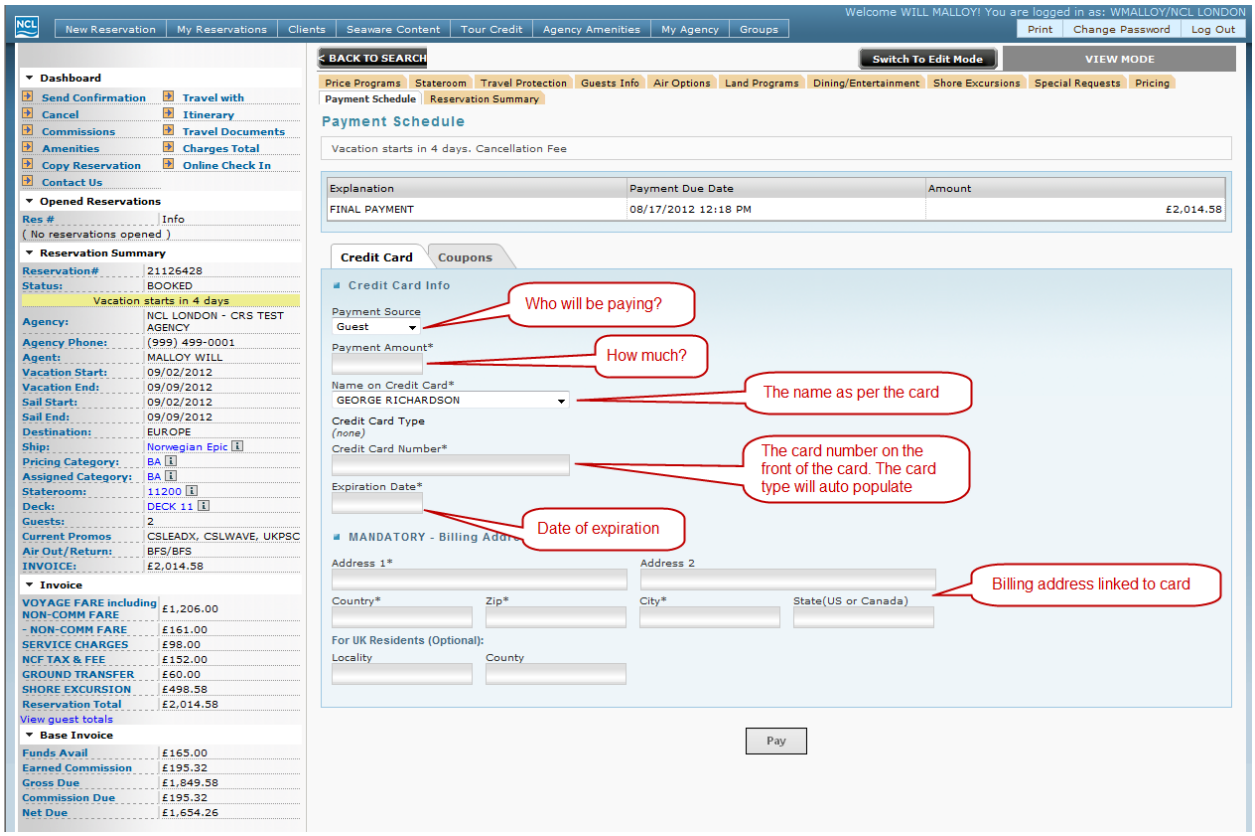
If using a cruise reward within 60 days of departure full payment is required. The Agent will apply the cruise reward in the same way but will need to take the balance due (gross due) immediately.

The invoice will look the same but the final payment due will show immediately.



Payments

To apply a credit card payment, Click on the “Payment Schedule” tab. Review the invoice and input the following information.


Who will be paying?
How much?
The name as per the card
The card number on the front of the card. The card type will auto populate
Date of expiration
Billing address linked to card
Pay

Once all the information has been provided, click on the **“Pay”** button to confirm.
If any of the above field are invalid or blank, a validation will prompt you to try again.

Cards Accepted: Visa Credit & Debit, MasterCard and American express

NORWEGIAN CRUISE LINE®

Contact Information

If you need additional assistance, please contact us.

For Maintenance Issues online ID / Passwords queries
Please contact Systems Support
Email londonsyssup@ncl.com
Telephone 020 8834 9029

For Booking queries and amendments
Please contact Reservations (FIT) or (Groups)
Telephone 0845 201 8900

CRUISE LIKE A NORWEGIAN